



City of Minneapolis
2024-2027 WIOA Unified Plan
Local Workforce Development Area #10
Metropolitan Regional Workforce Development Area #4

May 29, 2024

Regional Plan Region 4 - Metro

SECTION A: REGIONAL VISION, GOALS AND STRATEGIES

A.1. Describe the regional workforce development area’s vision for a skilled workforce.

The vision for workforce development in the Metro Region aligns closely with the Governor’s Workforce Development Board’s vision for statewide workforce development; the Region 4 – Metro’s vision is as follows:

The Metro Workforce Development Boards of Ramsey County, City of Minneapolis, Hennepin-Carver Counties, Dakota-Scott Counties, Washington County, and Anoka County are Dedicated to growing an equitable and competitive regional workforce where all residents have access to services and opportunity to chart a career path to family-sustaining wage and all employers have workforce development partners to assist them in solving their labor needs and challenges.

A.2. Describe the region’s strategic alignment with the State’s Vision, Goals and Strategies.

Region 4 – Metro is in close alignment with the vision put forward by the Governor’s Workforce Development Board in two keyways:

1. A focus on equity as the cornerstone of the work with job seekers. As the states most populous region and the most racially and ethnically diverse, the Metro Region’s attention to diversity, equity, inclusion, and accessibility is paramount for the state success to become more economically inclusive.
2. Our commitment and responsiveness to employer needs in in-demand occupations that provide onramps, laddering, and latticing opportunities that lead to family-sustaining wages.

A.3. Describe best practices or areas of strength of the region as it relates to the State’s Vision, Goals and Strategies that should be considered for replication or scale across the state.

Region 4 – Metro, as mentioned above, represents the most populous and diverse regional area in the state, as well as the most economically diverse with the greatest concentration of business entities in the state with jobs, giving the metro areas of considerable strength in aligning to and working with the state to further the goals of creating One Minnesota, where all economically thrive. This regional dynamic means the public workforce systems must respond to the given needs of job seeker and employers nimbly, innovatively, and comprehensively.

When examining the goals of the state plan, it becomes clear that the Metro region offers an opportunity for clear and effective coordination using our metro strength and some of the region’s best practices. Looking into each goal independently highlights this.

1. Increases interagency and local area coordination...through alignment...coordination...and creating a “no wrong door” approach.
 - a. While Region 4 is made up of six public workforce boards, the strength of the region is that it performs as a network of providers, programs, and projects. Each area bringing forward its best models of service, convening, funding,

and coordinating partners across a multi-million-person area and activating stakeholders and partners to deliver services. Region 4 believes in regional alignment, coordination, and a “no wrong door” approach so both job seeker and employer can connect quickly and efficiently to their need.

2. Build Industry-led industry-sector partnerships.
 - a. Core to the work of Region 4 are sector partnerships. For decades, whether they were called Business and Industry Roundtables, Cluster Economies, or Sector Initiatives, the metro leadership committee focuses attention on expanding economic sectors that offer job seekers access to and opportunity in our region’s most robust sectors. Further, to highlight alignment and coordination within our region, and to illustrate the metro approach to this goal, below is a list of industry partnerships and the lead area within our region. Note, this list is not inclusive of all the regions efforts concerning industry-lead sector partnerships.
 - i. City of Minneapolis: MSP TechHire
 - ii. Anoka County: Manufacturing
 - iii. Ramsey County: Construction
 - iv. Hennepin/City of Minneapolis: Health Care
3. Create a more inclusive, equitable, accessible, and proactive workforce system.
 - a. All workforce development work in Region 4 – Metro is done through the lens of inclusivity, equity, and accessibility. This is not a sub-committee of a board or focus of a single program, but the comprehensive approach taken in delivering workforce solutions. As shown in the demographic analysis of the region, responding to a rapidly diversifying labor force, both in terms of race and ethnicity, as well as in terms of age, educational attainment, justice involvement, MFIP participation, and disability status, it is imperative that the approach taken in the metro to serve all Minnesotans is key to our future collective success. It is crucial to align with the state on this goal, for our success in reaching this goal will be judged by our future workforce.

A.4. Describe the strategy to work with the entities within your region to carry out the core programs to align resources available in the region to achieve the strategic vision and goals of the local area boards and the state.

The strategy Region 4 – Metro uses to carry out core program alignment is a partnership first model. In a region of multiple millions of people, single points of contact, singular tables for conversations, and single agendas is not possible. Each area within the region partners with key stakeholders to carry out the vision and goals of the area, all which align with the state’s vision and goals. Key partners include the many community-based organizations serving diverse job seekers in our region, including the coalition *WorkWell Minnesota* and the labor unions initiative *Building Strong Communities*, while other partner comprise larger systems including the K12 education systems, mental health providers, Minnesota State Colleges and Universities, and our regional chambers of commerce. In many cases the chambers and/or local economic development entities sit on the workforce boards to give voice to business development. Further,

Adult Education sits on each metro board, bringing forward the issues and agendas of their respective school districts. Again, in the metro our vision for an aligned system is to partner locally, build broad understandings of needs and requirements shared by all, design metro strategies, then return locally to work with local partners needed to achieve our state’s goals.

A.5. Describe any additional goals being set by the regional leadership or individual local area boards.

On February 22, 2024, as part of our regional planning efforts for this plan, the Metro Directors hosted a region-wide conversation about the goals set forth by metro leadership believed to be key our regions success over the next four years. Below are the goals as discussed at that morning conversation.

- Increase and deepen community partnerships.
 - Work closely to support regional workforce efforts to better align and coordinate with other partners and systems.
- Remove barriers for employment for all.
 - Skills based hiring efforts.
 - Outreach and promotion of population specific hiring events.
 - Support for inclusive employer strategies.
- Regional coordination for “no wrong door” service delivery enhancing equitable access and opportunity for all Minnesota job seekers.
- Deepen coordination with economic development partners.

A.6. Describe how the region is working together to prepare the workforce for state and federal investments in the Bipartisan Infrastructure Law (BIL), the Creating Helpful Incentives to Produce Semiconductors (CHIPS) and Science Act, and the Inflation Reduction Act (IRA) (collectively referred to as Investing in America (IIA)).

The Metro Workforce Development Boards of Ramsey County, City of Minneapolis, Hennepin-Carver Counties, Dakota-Scott Counties, Washington County, and Anoka County worked quickly upon the release of these various funding sources to design an internal process to navigate this complicated funding space. Through a weekly communication framework, different directors are assigned per funding source and areas of expertise to be the point-persons for those conversations with various stakeholders. This strategy reduces redundancy within the public-system, streamlines conversations, and moves to action on these grants more quickly. One such example is the Minnesota CHIPS Coalition Workforce Partnership MOU, drafted to frame and name partner organizations responsible for various parts of applications for funding and actions if awarded. Because of the size and scope of CHIPS, the Metro Region charged two directors with helping to craft the language and partnership MOU. The intro to the MOU is below:

The purpose of this Memorandum of Understanding (MOU) is to define the roles and responsibilities of partners participating in the Minnesota CHIPS Coalition

Workforce Partnership (Workforce Partnership). Parties to this agreement are committing to participate in a sectoral partnership to address the hiring needs of semiconductor and related microelectronics employers. The Workforce Partnership is being established to address existing and future workforce needs in the semiconductor industry, however a major expansion of employment opportunities is likely contingent upon the availability of resources made possible by CHIPS for America federal funding and associated state match funding.

SECTION B: REGIONAL OPERATIONS

B.1. Provide a Strengths Weaknesses Opportunities Threats (SWOT) analysis of the regional workforce system.

SWOT ANALYSIS

Strengths:

What do we do best?

- Communication within the Region
- Collaboration
- Collective Impact
- Expertise
- Partnership with Employers and Partners
- Analysis and Relationship building

What unique knowledge, talent, or resources do we have?

- Business intelligence
- Data driven
- Innovation in outreach

What advantages do we have?

- Diversity and business
- Supply labor – Language
- Rich training partners,
- Leverage multiple career force locations

What do other people say we do well?

- Innovation to meet 21st century needs
- Addressing complex problems
- Coordination
- Focused Geographic – solutions
- Proactive

What is our greatest achievement?

- Learning across geographies and location
- Adaption and innovation
- Engagement with diverse stakeholders – Libraries, online career fairs, stronger partnerships within

Threats:

What obstacles do we face?

- One stop system
- Lack of alignment with DEED
- Lack of alignment back to the local – Mutual
- True partnership with DEED and Local
- Political instability

Weaknesses:

What could we improve?

- Silos and complexity
- Develop stronger DEI
- Stronger alignment with MFIP
- Brand awareness
- Enhance already strong

What knowledge, talent, skills and/or resources are we lacking?

- Resource for better communication
- Better business services
- Need longer investments
- Resources for immediate job placement
- Basic Career services

What disadvantages do we have?

- Scale and metro complexities
- Need for alignment on paperwork reduction
- Bureaucracy

What do other people say we don't do well?

- Not as nimble and innovative
- Employer services
- Bureaucratic
- Housing and childcare –
- Lack of elected official coordination of Employment

Opportunities:

How can we turn our strengths into opportunities?

- Greater transportation alignment
- Green careers – emerging sector
- Union relationship
- Apprenticeship
- Reentry work
- Disabilities awareness
- Equity in employment

Is there a need in our region that no one is meeting?

- Service delivery – bricks and mortar
- Only government lead area. Public pathways to employment
- Scalability of promising practices
- Landing spot for DEED at the local area

B.2. Describe the selection process for the membership who will provide the leadership to oversee the development and coordination of the regional plan.

Metro leadership is provided by an 18-member decision making body made up of the six metro directors, the six locally elected officials (Mayor of Minneapolis, five county commissioners), and the six local board chairs.

B.3. Describe how the selected organizations from the region will provide oversight to development and implementation of the regional plan. Complete Attachment A - Regional Oversight Committee

As noted above, the Regional Oversight Committee is made up of representatives from the local boards, balanced equally across each workforce development area. No organizations outside that structure are part of the regional oversight of the metro. See attachment A for current members.

Further, to streamline decision making, coordinate broad regional economic/workforce development strategies, and clarify communications with external stakeholders, the Metro Regional Oversight Committee divides larger buckets of work as follows:

DEED Workforce Strategy Consultant: Hennepin/Carver County WDA

EDAM: Dakota/Scott County WDA

Mn State: Anoka County WDA

CareerForce Communications: City of Minneapolis WDA

GreaterMSP: Ramsey County WDA

Vocational Rehabilitation: Washington County WDA

WorkWell Minnesota (formerly MESC): City of Minneapolis WDA

Industry groups Point of Contacts:

The Caring Professions: Hennepin/Carver County WDA

Manufacturing including relationship with MPMA: Anoka County WDA

Technology: City of Minneapolis WDA

Labor/Finishing Trades: Washington County WDA

Educational and Professional Services: Dakota/Scott County WDA

Construction – Ramsey County WDA

Green Careers – Ramsey County WDA, City of Minneapolis WDA, and Hennepin/Carver WDA

B.4. Describe how the approach used will ensure that partner engagement includes diverse representation, specifically among populations experiencing barriers to employment.

While each government entity that makes up the metro region approaches diversity and inclusion through their own tailored geographic and institutional lens, the metro oversight committee collectively views diversity and inclusion, specifically among those with greatest barriers to employment, as paramount to all workforce development strategies developed in our region.

Led by our locally elected officials, diverse representation amongst boards remains an important component of the regional plan and one strategy to increase diverse representation and perspectives. In terms of programming, the leadership remains focused on innovating projects aimed at populations experiencing the greatest barriers to employment or communities facing the

greatest levels of economic disparities. Throughout the metro, each local area will be approaching this topic using local priorities and demographic profiles of their communities.

B.5. Describe how the local area boards will direct system alignment within the region through shared policies and practices.

As part of the regional coordination done by the six metro directors, encompassing the seven country metro area, deliberate and proactive alignment of policies and practices is a high priority. While local decisions and actions that meet the policies and practices of locally elected officials and local jurisdictions to meet specific geographic need is required of each local area and board, cooperation across the region is necessary to create a system that is uniform and consistent for job seekers and businesses.

The method the metro uses to create the alignment through shared policy and practice is twofold. The first is through shared best practices via the metro directors' weekly meetings, the second comes from a dedicated work group of metro program managers from the six service areas that meet monthly, prior to the state's job seeker services meeting.

Out of these two strategies comes a series of shared policies and practices:

1. Priority of Service policies that allow the metro to recruit and enroll individuals into programs consistently and clearly. Recently this included eligibility into the CLIMB program.
2. Consistency in forms and intake processes that create similar practices across the region, though each area can tweak and adjust intake and forms to meet local requirements.
3. Technology as a support service with shared policies and practices metro wide.
4. Coordination in policies and practices concerning the increased homeless populations. The core cities and the surrounding suburbs are experiencing increases in the number of homeless populations, both existing and new program participants. This work was often done in partnership within workforce development, but also, public health and human services departments within government.

Further, over the course of the last number of years, a key practice is the meeting and sharing of expertise amongst finance staff from all service areas of the metro and key finance staff at community-based providers who work on federal and state workforce grants.

B.6. Describe any cooperative service arrangements being planned for the region and how they will promote consistency within the regional workforce development area and with state policy.

The metro region does not currently have any CSA planned.

SECTION C: PROGRAM AND SERVICE DELIVERY

C.1. Describe the condition of the regional economy (cite the sources of data and analysis).

The Metro Region partners closely with DEED LMI to assess and analyze the regional economic conditions. It should be noted that often this data is provided at county-level when looking specifically into growing or shrinking sectors or for demographic data which might show community racial or ethnic specificity within a local area. Below is a seven-county narrative snapshot and tables of the current conditions provided to us for use with the local boards and regional oversight board (*Regional Profile: Twin Cities Metro Area Planning Region*, 09/13/2023):

After losing over 85,600 jobs (-5.3%) during the Great Recession between 2007 and 2010, the Twin Cities Metro Area went on to gain nearly 239,400 jobs (+15.6%) between 2010 and 2019. The regional growth rate of 15.6% outpaced the respective statewide employment growth rate of 13.2% during that period. In fact, where the Metro Area accounted for 61.2% of Minnesota's total employment in 2019, it accounted for 70.8% of the state's total employment growth between 2010 and 2019. With the onset of COVID-19 in 2020, however, the Metro Area experienced significant industry employment loss. Between annual 2019 and 2020 the Metro Area's total employment plummeted by nearly 131,600 jobs. This 7.4% drop was slightly more severe than the state's respective 6.7% drop during that period. For the region, such employment loss was much more significant than losses experienced during the Great Recession. Zooming into quarterly trends, employment loss during COVID was most extreme between the second quarters of 2019 and 2020. During that period, Metro Area total employment dropped by 233,435 jobs (-13.1%).

Employment in the Metro Area began its recovery after the second quarter of 2020. Between the second quarters of 2020 and 2021 the Metro Area regained 131,611 jobs, growing by 8.5%. Growth continued through the next year, albeit slower, with the region gaining 56,033 jobs between the second quarters of 2021 and 2022 (+3.3%). Between annual 2020 and 2022, the Metro Area's industry employment rebounded by nearly 81,900 jobs (+5.0%). As such, the region was just under 50,000 jobs below its pre-COVID 2019 level of employment in 2022.

Between annual 2019 and 2022, those Metro Area industry sectors losing the most jobs included Accommodation & Food Services (-14,494 jobs; -10.3%); Retail Trade (-11,044 jobs; -6.7%); Finance & Insurance (-8,840 jobs; -7.7%); Administrative & Support Services (-4,228 jobs; -4.3%); and Educational Services (-3,995 jobs; -3.0%). Overall, 12 of the region's 20 major industries were below their respective 2019 levels of employment in 2022.

Those industries above their respective 2019 levels of employment in 2022 included Transportation & Warehousing (+2,885 jobs; +3.9%); Construction (+2,537 jobs; +3.4%); Manufacturing (+1,109 jobs; +0.6%); Wholesale Trade (+920 jobs; +1.2%); Professional & Technical Services (+749 jobs; +0.6%); Agriculture, Forestry, Fishing, & Hunting (+418 jobs; +13.6%); Utilities (+272 jobs; +4.4%); and Mining (+73 jobs; +13.7%) (Table 14).

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More recently, between annual 2021 and 2022, industry growth in the Metro Area was led by Accommodation & Food Services (+14,243 jobs; +12.7%); Manufacturing (+6,119 jobs; +3.6%); Transportation & Warehousing (+6,054 jobs; +8.6%); Arts, Entertainment, & Recreation (+5,542 jobs; +20.3%); and Professional & Technical Services (+4,131 jobs; +3.4%). Overall, 17 of the region's 20 major industries added jobs between annual 2021 and 2022. Those three industries losing jobs during that period included Finance & Insurance (-5,669 jobs; -5.1%); Retail Trade (-1,144 jobs; -0.7%); and Management of Companies (-494 jobs; -0.6%).

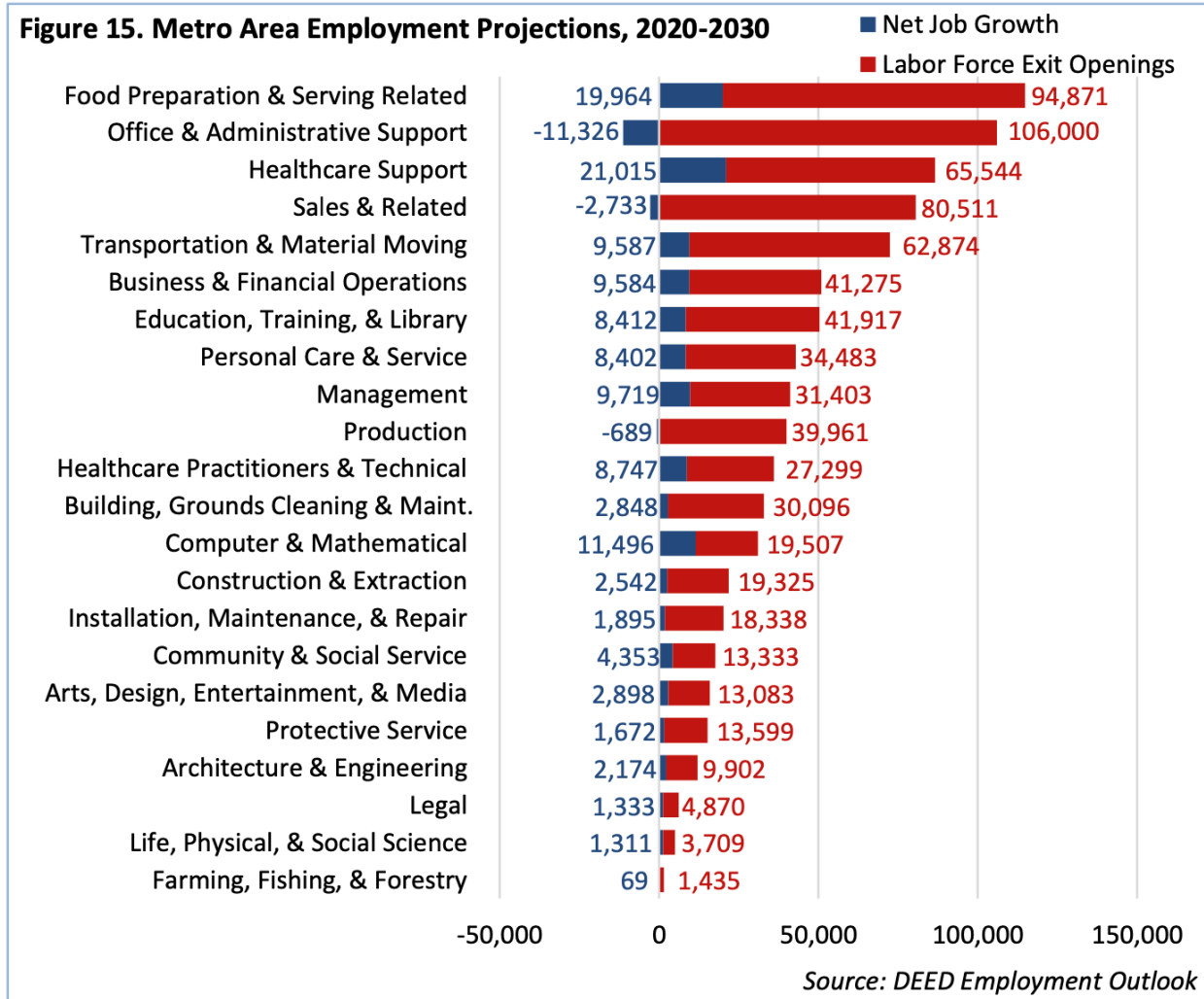
Table 10. Metro Area Occupational Employment Statistics, 1 st Qtr. 2023							
	Metro Area				State of Minnesota		
	Median Hourly Wage	Estimated Regional Employment	Share of Total Employment	Location Quotient	Median Hourly Wage	Estimated Statewide Employment	Share of Total Employment
Total, All Occupations	\$25.67	1,718,290	100.0%	1.0	\$24.25	2,827,310	100.0%
Office & Administrative Support	\$23.74	212,320	12.4%	1.0	\$23.06	345,830	12.2%
Business & Financial Operations	\$39.29	152,020	8.8%	1.2	\$38.19	201,940	7.1%
Sales & Related	\$19.61	142,400	8.3%	1.0	\$18.14	239,500	8.5%
Transportation & Material Moving	\$21.88	130,880	7.6%	0.9	\$21.05	227,780	8.1%
Management	\$60.18	128,450	7.5%	1.1	\$51.58	193,760	6.9%
Food Preparation & Serving Related	\$15.29	125,670	7.3%	1.0	\$14.89	216,970	7.7%
Production	\$22.67	109,650	6.4%	0.9	\$22.07	209,380	7.4%
Healthcare Practitioners & Technical	\$41.91	102,560	6.0%	0.9	\$41.07	186,700	6.6%
Healthcare Support	\$17.27	100,520	5.9%	1.0	\$17.40	162,400	5.7%
Education, Training & Library	\$25.35	89,460	5.2%	0.9	\$24.82	158,830	5.6%
Computer & Mathematical	\$51.41	78,440	4.6%	1.3	\$49.73	99,250	3.5%
Construction & Extraction	\$35.05	61,400	3.6%	0.9	\$31.00	113,930	4.0%
Installation, Maintenance & Repair	\$29.47	51,770	3.0%	0.9	\$27.95	98,670	3.5%
Building, Grounds Cleaning & Maint.	\$18.54	43,360	2.5%	0.9	\$18.26	76,210	2.7%
Architecture & Engineering	\$41.64	37,060	2.2%	1.1	\$40.60	53,100	1.9%
Personal Care & Service	\$17.34	36,850	2.1%	1.0	\$16.96	58,120	2.1%
Community & Social Service	\$26.00	30,510	1.8%	0.9	\$25.82	54,820	1.9%
Arts, Design, Entertainment & Media	\$30.59	26,520	1.5%	1.2	\$28.80	37,630	1.3%
Protective Service	\$25.28	23,310	1.4%	0.9	\$25.83	40,620	1.4%
Life, Physical & Social Science	\$41.34	19,160	1.1%	1.1	\$39.37	29,070	1.0%
Legal	\$51.41	14,890	0.9%	1.3	\$47.87	18,730	0.7%
Farming, Fishing & Forestry	\$19.21	1,090	0.1%	0.4	\$19.84	4,060	0.1%

Source: DEED Occupational Employment Statistics, Qtr. 1 2023

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Table 11. Metro Area Job Vacancy Survey Results, 2022							
	Number of Total Vacancies	Percent Part-time	Percent Temporary or Seasonal	Requiring Post-Secondary Education	Requiring 1 or More Years of Experience	Requiring Certificate or License	Median Hourly Wage Offer
Total, All Occupations	98,330	36%	6%	38%	54%	39%	\$19.96
Food Preparation & Serving Related	11,820	48%	7%	1%	32%	9%	\$16.04
Sales & Related	11,574	46%	1%	12%	44%	9%	\$15.78
Healthcare Practitioners & Technical	11,408	60%	3%	84%	68%	88%	\$29.63
Healthcare Support	8,641	47%	2%	19%	20%	58%	\$16.00
Office & Administrative Support	6,621	31%	2%	13%	63%	8%	\$18.77
Transportation & Material Moving	6,509	21%	7%	3%	30%	66%	\$19.73
Business & Financial Operations	5,826	16%	7%	71%	95%	25%	\$31.83
Production	4,689	15%	1%	9%	52%	7%	\$19.98
Management	4,490	11%	1%	83%	100%	37%	\$43.43
Education, Training & Library	4,172	36%	22%	86%	70%	70%	\$20.51
Computer & Mathematical	3,821	16%	3%	74%	98%	33%	\$42.59
Building, Grounds Cleaning & Maint.	3,219	46%	10%	0%	10%	49%	\$16.00
Installation, Maintenance & Repair	3,081	6%	6%	49%	70%	33%	\$19.23
Community & Social Service	2,982	32%	13%	67%	82%	70%	\$22.23
Personal Care & Service	2,319	56%	27%	16%	33%	32%	\$14.98
Architecture & Engineering	2,143	9%	1%	81%	82%	43%	\$35.24
Construction & Extraction	1,352	3%	15%	12%	31%	27%	\$20.76
Arts, Design, Entertainment & Media	1,176	39%	13%	54%	79%	49%	\$21.49
Protective Service	939	51%	20%	15%	36%	57%	\$17.46
Life, Physical & Social Sciences	824	16%	2%	82%	84%	30%	\$25.82
Legal	193	12%	1%	82%	89%	77%	\$43.21

Source: DEED Job Vacancy Survey, 2022



C.2. Describe the sectors or occupations of focus for region, including:

The Metro Region aligns closely with the State’s Drive for Five initiative sectors: Caring Careers, Manufacturing, Construction, Education, and Information Technology. Further, due to the robustness of the regional economy and local board leadership the following sectors are also of importance in the region: Finance and Insurance; Hospitality, Transportation/Material moving, and Green Energy and related sectors.

- a. How the region will use the labor market information and conduct outreach to business and industry to select the targeted sectors for developing sector partnerships for occupations in demand that provide family sustaining wages. If sectors and occupations have been already selected, describe them within this response.

As described in previous answers, using data to inform sector partnerships is critical to building a healthy regional labor force that matches job and career opportunities. Throughout the region our business/employer outreach specialists, employees of the local area, use labor market information extensively to open conversations with employers, showing local demand and

potential demographic shifts, including an aging workforce, immigration trends, etc. to highlight opportunities to partner at the local and regional level to solve labor force issues. Further, the Metro Region partners with Real Time Talent as another tool to look forward to hiring trends, economic projections, and other regional economic indicators.

- b. [Alignment to the five sectors of focus in Drive for 5, including which local area in the region is focused on each or any of the Drive for 5 sectors. Complete Attachment G – Local Workforce Development Area Key Industries in Regional Economy.](#)

The Metro Region is in complete alignment with the five sectors of focus in Drive for Five. The regional data shows clearly that these sectors are critical to the health of our region and align well with opportunities for job seekers to enter a pathway to family-sustaining wages. While not all sectors identified in Drive for Five have starting wages at or above family-sustaining wages, each sector has a clear pathway through continued education, career laddering, and on the job training, to jobs and careers in that sector at or above \$25.00 per hour. See Attachment G for list of key regional industries.

- c. [The make-up of the sector partnerships will be determined and the expertise and resources they bring to the partnership.](#)

As noted on B.3. each director in the region is identified as point-person per sector partnership. The make-up of partnerships is built on local strategies that already exist through local board structures and other key stakeholders both local and regional who have expertise and potential resources to bring to the partnership tables. One example of this structure is the Information Technology sector table organized and lead by City of Minneapolis. Both local board participation exists to lead this effort, but an expanded table includes IT trainers, private employers participating in internship development, chambers of commerce, and industry groups.

Further examples of sector partnerships are below:

- **IT sector-** Through a partnership with Minneapolis College, PPL will pilot a Computer User Support Specialist 16-week, 5-course cohort that results in a Google IT Support Certification. Participants will concurrently receive job-readiness and financial empowerment education. PPL will leverage new and existing employer partners to connect successful program participants to job vacancies.
- **Health Care sector-**
 - a. Programming will include recruitment, training, and preparation for credential attainment of CNA Licensure. Training includes a pre-training model that incorporates employment and computer skills training, as well as real-life realities of the CNA profession. Employer engagement is also incorporated throughout the program delivery design.
 - b. An expansion of CAPI's Healthcare Career Pathways training by increasing the number of people served, who identify as English Language Learners, with CNA training. In addition, CAPI is offering 8 hours of knowledge test practice for NATO exam, and 3 hours of Mental Health First Aid training to increase passage rate of state exam. Programming also offers participant stipends support services, work- readiness, and financial coaching.

- **Manufacturing sector-**
 - a. Manufacturing Career Pathway training connecting individuals to manufacturing careers following a flexible, high-touch and hands-on approach to develop skills in metal work, machine operation and precision manufacturing. Training program incorporates work readiness and industry knowledge, industry foundations, and comprehensive support services with job search support upon completion with connection to new and existing employer partners.
 - b. Programming will incorporate paid participation in professional development, empowerment, and employment. Youth Pathways Program will offer career readiness training, hands-on engagement opportunities to explore interests, and then matched to real-world community projects which offers opportunity to earn industry-backed certifications. Upon graduation from Youth Pathways Program, participants can engage in alumni network to ensure success beyond programming and in the field.
- **Green/Energy sector-** Advanced Training program prepares young adults through a combination of innovative, hands-on, field training and classroom-based work readiness and career exploration training to transition from programming directly into employment in the Green/Energy sector with family-supporting salaries.
- **Finance/Banking sector-** Programming targets serving women and people of color, offering Securities Industry Essentials (SIE) skills training program to qualify individuals for entry- level jobs in the finance sector. GESMN provides customized coaching, support, and work readiness training in conjunction with the SIE training to ensure participant success.
- **Hospitality sector-** MTP will partner with 9 hotels in Bloomington and Minneapolis by offering comprehensive work readiness and job skills training to prospective new hires. The training incorporates customer service, housekeeping, and culinary occupational skills. Program design also integrates case management, workshops, networking, and job search assistance.
- **Transportation sector-**
 - a. Centering a culturally specific approach, offering an experiential learning environment, and incorporating mentorship for career development strategies prepares participants for success in MTG’s programming. The Driving Beyond Barriers program offers credentialed CDL training and direct access to job opportunities through their employer network. Job placement, career development and financial literacy components are incorporated throughout and MTG offers support services to mitigate barriers.
 - b. In partnership with Interstate Truck Driving School, PDS will support participant’s CDL training and incorporate work readiness assessments and training, developing individual training plans, support during CDL training, job placement assistance and job retention.

C.3. The demographic makeup of the labor force in those sectors as compared to the regional labor force, and how the region will work to close any identified gaps.

Like our partnership with DEED LMI for current economic conditions, we rely on DEED LMI data for our demographic data of the labor force. The data helps local and regional decision makers to project need, examine gaps, and see opportunities to provide demographically specific

services. Again, below is a snapshot of recent labor force demographic trends used by the metro to inform key decisions for investments and planning, such as Drive for Five (*Regional Profile: Twin Cities Metro Area Planning Region*, 09/13/2023):

According to the new 2022 5-year estimates, the Seven-County Metro Area had a labor force size of 1,778,729 people. The labor force includes all persons, 16 years of age and older, who are either employed or unemployed. The bulk of the Metro Area's labor force is made up of those persons in the prime working age group, or those between the ages of 25 and 54 years. In 2022, there were about 1,145,400 people in this group, making up nearly two-thirds (64.4%) of the region's labor force. Those slightly older, between 55 and 64 years, accounted for 16.9% of the region's labor force, equal to nearly 300,000 people. The youngest cohort, between the ages of 16 and 24 years, accounted for 13.5% of the region's labor force, equal to nearly 240,000 people. Finally, those 65 years and over made up 5.3% of the region's labor force, equal to 93,800 people. Combined, those 55 years of age and older accounted for over one-in-five (22.1%) persons in the Metro Area's labor force, equaling a large share close to or at retirement age (Table 1).

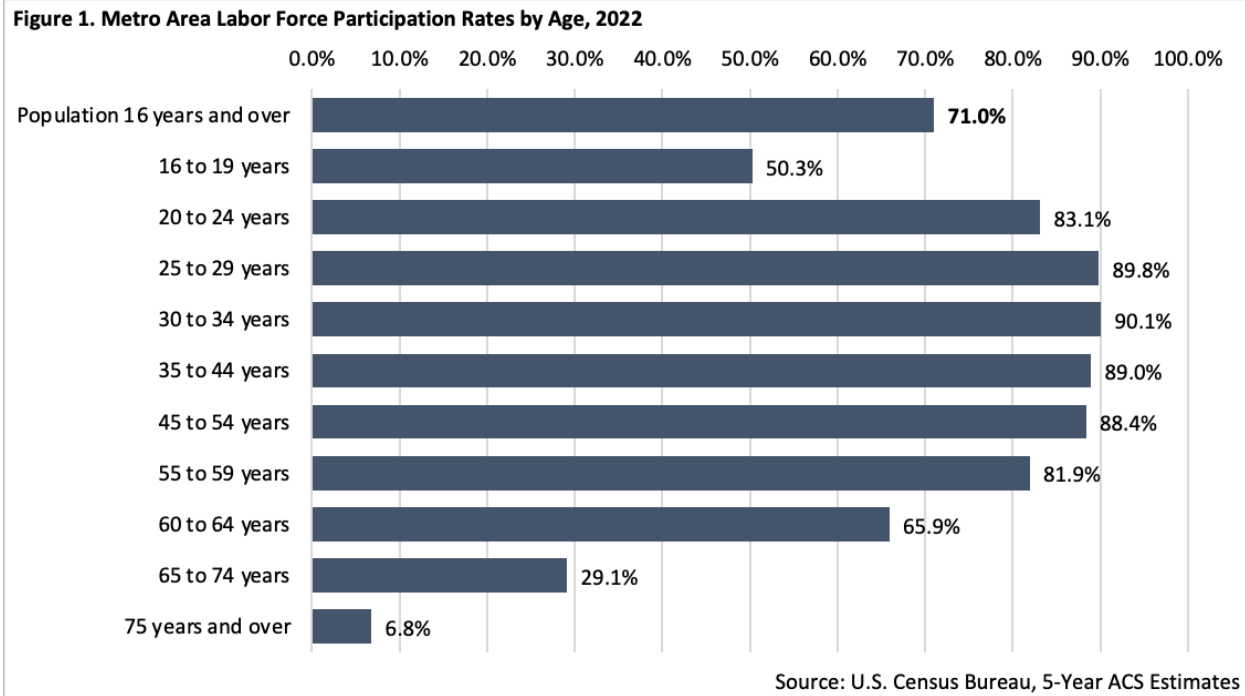
With its population 16 years of age and older equaling 2,503,656, the Metro Area had a labor force participation rate of 71.0% in 2022. This was slightly higher than the statewide labor force participation rate of 68.7%, and significantly higher than the national labor force participation rate of 63.5%. By age, highest labor force participation rates are among those between the ages of 25 and 54 years. This is why this age cohort is labeled the prime working age. Labor force participation rates top out at 90.1% for those between 30 and 34 years before gradually declining to 81.9% for those between 55 and 59 years. Such rates then begin to plummet, equaling 65.9% for those between 60 and 64 years, 29.1% for those between 65 and 74 years, and 6.8% for those 75 years and over. Labor force participation rates are also significantly lower for teenagers between 16 and 19 years, equaling 50.3% in 2022 (Figure 1).

Between the 2017 and 2022 5-year ACS estimates, the labor force participation rate for the total population 16 years of age and older in the Metro Area declined from 72.2% to 71.0%. While this seems a small decline, it is equal to thousands of workers. Data from the [Department of Employment and Economic Development's \(DEED\) Local Area Unemployment Statistics \(LAUS\)](#) backs this trend up. Much of this decline is due to older workers leaving the labor force, largely with retirements. The region is also still recovering from the exodus of workers from the labor market during the COVID-19 recession. According to LAUS data, the Metro Area's labor force was down about 32,100 workers between annual 2020 and 2022.

Age Cohort	Population	Labor Force	Labor Force Participation Rate	Labor Force Change 2017-2022	
				Numeric	Percent
Population 16 years & over	2,503,656	1,778,729	71.0%	+61,656	+3.6%
16 to 19 years	157,642	79,234	50.3%	+4,519	+6.0%
20 to 24 years	193,205	160,616	83.1%	-799	-0.5%
25 to 29 years	225,314	202,412	89.8%	-468	-0.2%
30 to 34 years	234,004	210,814	90.1%	+5,973	+2.9%
35 to 44 years	439,630	391,054	89.0%	+42,167	+12.1%
45 to 54 years	385,986	341,099	88.4%	-25,103	-6.9%
55 to 59 years	209,166	171,351	81.9%	+1,117	+0.7%
60 to 64 years	195,151	128,601	65.9%	+16,361	+14.6%
65 to 74 years	278,540	81,184	29.1%	+16,299	+25.1%
75 years & over	185,018	12,622	6.8%	+2,573	+25.6%

Source: U.S. Census Bureau, American Community Survey

Between the 2017 and 2022 5-year estimates, the Metro Area’s labor force expanded by 3.6%. This was equivalent to over 61,600 people. For reference, Minnesota’s labor force size expanded by 2.6% during that period. The most significant growth in the Metro Area’s labor force was for those persons between the ages of 35 and 44 years (+42,167 people), with those between the ages of 60 and 74 years also expanding by a significant amount (+32,660 people). The most rapid growth was for those persons 75 years and over (+25.6%), as well as those persons 65 to 74 years (+25.1%). Both older age cohorts witnessed labor force growth rates about seven times that as for the total of all people. A large decline in the labor force was witnessed for those persons between the ages of 45 and 54 years (-6.9%; -25,103 people), with smaller declines for those persons between 20 and 24 years (-0.5%; -799 people) and 25 to 29 years (-0.2%; -468 people). Overall, the ACS data clearly highlights [major shifts in the region’s labor force](#) for Baby Boomers as well as Millennials. Generation Z is gradually making inroads into the region’s labor force as well, with those between 16 to 19 years growing at a rate nearly double the total rate of growth.



While the Metro Area’s labor force has shifted older with time it has also shifted to become more diverse. In 2017, those persons reporting as BIPOC (Black, Indigenous, and people of color) represented approximately 22.8% of the Metro Area’s labor force. This was equivalent to just over 390,700 people. By 2022, the BIPOC share of the region’s labor force was equivalent to nearly 480,000 people, representing approximately 27.0% of the total labor force size. This is a significant shift. In fact, where the BIPOC share of the region’s labor force expanded by 22.7% (+88,812 people) between 2017 and 2022, the white alone, non-Hispanic or Latino share of the labor force contracted by 2.0% (-27,156 people). In other words, recent growth in the Metro Area’s labor force was entirely due to the increasing BIPOC population working in the region (Table 3).

Data from the ACS allows one to analyze specific populations by race and ethnicity. For example, those reporting as Two or More Races experienced, far and away, the most growth in the Metro Area’s labor force between 2017 and 2022. During that period, this population’s labor force presence expanded by 115.1%, equivalent to approximately 46,275 people. This rate of growth was 32 times faster than the total labor force’s rate of growth. At over nine times the growth rate as the total labor force, those reporting as Some other Race followed those reporting Two or More Races for most rapid labor force growth between 2017 and 2022 (+33.3%; +12,526 people) (Figure 2).

Those reporting as Black or African American (+18.8%; +25,452 people) and those reporting as Asian (+17.9%; +20,927) also witnessed rapid and significant growth in the labor force. Those reporting Hispanic or Latino origins (of any race) experienced a similar

growth rate to those reporting as Black or African American and Asian (+17.4%; +16,521 people).

Losses in the Metro Area’s labor force between 2017 and 2022 were witnessed by those reporting as white alone (especially concentrated among the subset being white alone, not Hispanic or Latino), Native Hawaiian and Other Pacific Islander (-46.3%; -379 people), and American Indian and Alaska Native (-6.9%; -555 people).

While the Metro Area’s labor force is becoming more diverse with time, about three quarters of the region’s workers report being white alone (1,335,828 people). This is followed is followed in size by those workers reporting as Black or African American (9.0%; 160,952 people), those reporting as Asian or other Pacific Islander (7.8%; 138,158 people), those reporting Two or More Races (4.9%; 86,493 people), those reporting Some other Race (2.8%; 50,174 people), and those reporting as American Indian or Alaska Native (0.4%; 7,538 people). Those reporting as Hispanic or Latino (of any race) account for 6.3% of the region’s labor force, equivalent to approximately 111,508 people (Figure 3).

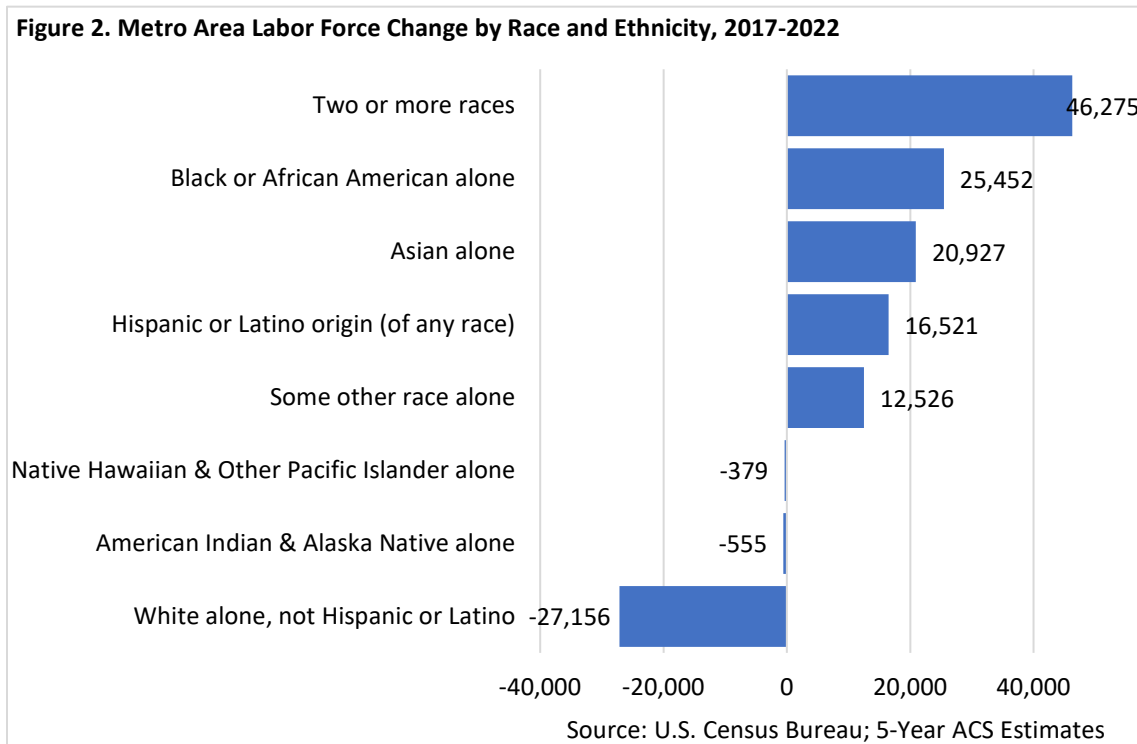


Table 4. Metro Area Labor Force Statistics by County 2022 5-Year Estimates							
Area	White, Not Hispanic or Latino Labor Force			BIPOC Labor Force			
	2022	Change, 2017-2022		2022	2022 Share	Change, 2017-2022	
		Numeric	Percent			Numeric	Percent
Anoka County	161,434	-6,055	-3.6%	41,497	20.4%	+12,604	+43.6%
Carver County	53,172	+1,070	+2.1%	7,222	12.0%	+2,180	+43.3%
Dakota County	190,979	-5,444	-2.8%	58,099	23.3%	+13,672	+30.8%
Hennepin County	516,175	-5,922	-1.1%	219,061	29.8%	+32,691	+17.5%
Ramsey County	188,371	-12,663	-6.3%	108,955	36.6%	+15,129	+16.1%
Scott County	70,613	+2,309	+3.4%	16,847	19.3%	+4,625	+37.8%
Washington County	118,456	-452	-0.4%	27,847	19.0%	+7,911	+39.7%
Metro Area	1,299,201	-27,156	-2.0%	479,528	27.0%	+88,812	+22.7%
Minnesota	2,480,000	-48,150	-1.9%	637,089	20.4%	+126,397	+24.8%

Source: U.S. Census Bureau, American Community Survey

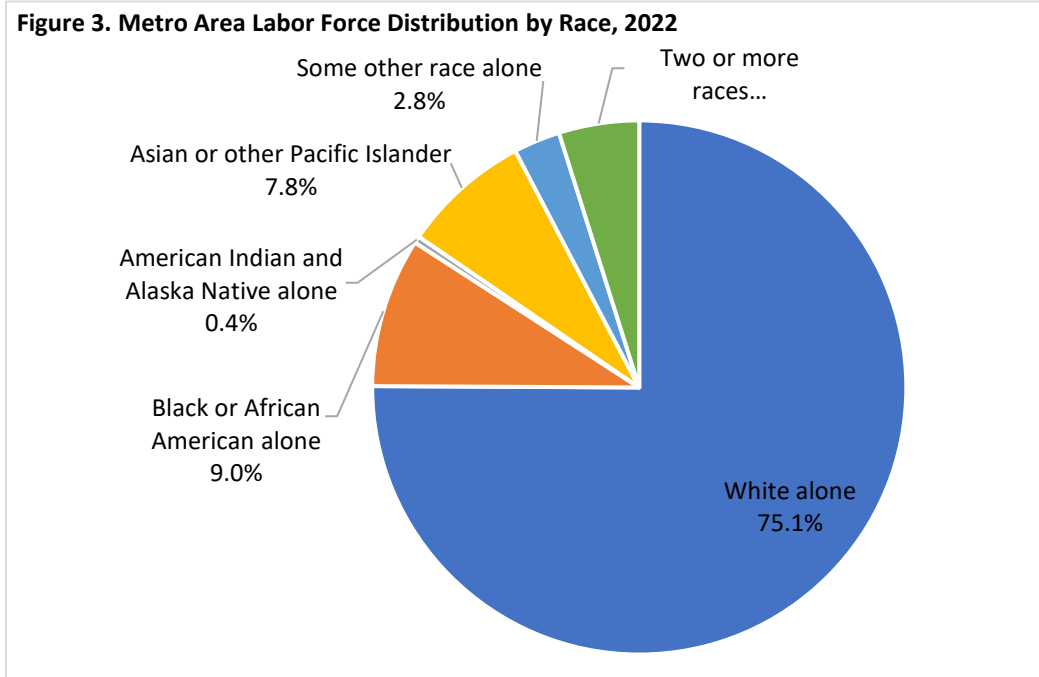


Table 3. Metro Area Labor Force Characteristics by Race and Ethnicity, 2022 5-Year Estimates					
Race or Ethnicity	Population	Labor Force	Labor Force Participation Rate	Labor Force Change 2017-2022	
				Numeric	Percent
Population 16 years and over	2,503,656	1,778,729	71.0%	+61,656	+3.6%
White alone	1,903,473	1,335,828	70.2%	-41,219	-3.0%
Black or African American alone	222,795	160,952	72.2%	+25,452	+18.8%
American Indian and Alaska Native alone	12,566	7,538	60.0%	-555	-6.9%
Asian alone	185,079	137,719	74.4%	+20,927	+17.9%
Native Hawaiian and Other Pacific Islander alone	616	439	71.3%	-379	-46.3%
Some other race alone	65,480	50,174	76.6%	+12,526	+33.3%
Two or more races	113,647	86,493	76.1%	+46,275	+115.1%
Hispanic or Latino origin (of any race)	143,227	111,508	77.9%	+16,521	+17.4%
White alone, not Hispanic or Latino	1,856,809	1,299,201	70.0%	-27,156	-2.0%
BIPOC	646,847	479,528	74.1%	+88,812	+22.7%
Source: U.S. Census Bureau, American Community Survey					

C.4. How the local board will make opportunities in these areas known to customers, including employers and job seekers, and how the local board will create, modify, or expand responsive workforce development programs and initiatives.

The diversity of local area service delivery models throughout of Metro, including fully decentralized to centralized through a county government structure, means the dissemination of information and opportunities differs across the region. However, each local area and as a region partner closely and will work for closer alignment with the Governor’s Workforce Development Board to explore new opportunities and ways to broaden messaging about ways to connect. The strategies deployed across the metro area are designed to be easily adapted to changing economic or social conditions.

While each area works differently, the metro coordinates key messages regarding sector strategies, helping to coordinate communication and outreach to employers and sector stakeholders. Further, each area, in connection with one-another, uses its locally elected officials in different ways to coordinate and promote program offerings. Again, due to the various structures, each area draws on their strengths to promote the economic health of the region. The strategy differs from outreach to job seekers which is much more tailored to the local area where

programmatic offerings, locations, times, etc. may differ according to who the program operator is.

C.5. Based on the regional/local assessment of workforce development system services, describe how strategies will be created to pursue a more responsive alignment of employment and training services.

Adaptation to changing economic conditions and job seeker needs will continue to be a focus of the Metro Region. Following the monumental shifts forced upon workforce development systems and structures because of Covid 19, and subsequent federal investments in local areas through ARPA funding, the region will use the tools and techniques learned during those years to continue to innovate and pursue a more responsive system for employers and employment and training partners. This includes the use of broad networking events, virtual roundtables, virtual/hybrid/in person career fairs, job clubs, and other participant facing activities. Further, new strategies like an Apprenticeship Outreach Office in North Minneapolis will be piloted to test a new strategy to recruit and connect job seekers from BIPOC and other under-represented communities to employers and opportunities in apprenticeships and align employment and training to the Department of Labor and Industry.

Further, to increase the access to quality employment services for youth and young adults, Ramsey County is working to increase alignment and decrease duplication in the youth workforce ecosystem. The county, in partnership with the Suburban Ramsey Family Collaborative and other partners created Youth Works, a network of youth employment professionals that meet regularly to support each other and the wider community. In 2021, the Ramsey County Board of Commissioners and the Saint Paul City Council, invested nearly \$25 million of American Rescue Plan Act resources to support the ecosystem and this created an opportunity to work more closely with government, education, non-profit and employer partners. This work has included scanning and surveying the partners in the ecosystem to understand what supports are and are not available to our young people. Currently, the core ecosystem partners are working together on a shared strategic plan to enhance and improve the experience for young people receiving employment services in Ramsey County, regardless of program, funding stream or provider.

C.6. Describe how the entities responsible for participating in this process will be selected, including their expected roles and responsibilities.

For the Metro Region to be successful as a system working to support 3 million residents and millions of jobs, the metro leadership believes in an all-hands-on-deck approach to participation. This work cannot be done in traditional silos and within categorical funding. While those realities will exist despite our alignment efforts, it will be an approach that admits those silos exist but works creatively to find alternative solutions to shared challenges. Examples include working closely with housing partners within our own structures closely, economic development teams across the metro, k12/Adult Education partners, and transportation providers to work towards that more aligned and responsive system.

C.7. Describe how outcomes will be determined in terms of employment and training services.

To understand the impact of regional strategies in a complicated, diverse, and multifaceted metro, outcomes of employment and training services will need to be assessed in multiple ways, two examples are:

1. Traditional WIOA measures will continue to be paramount to the local boards and by extension the Regional Oversight Committee. These measures are foundational to the local relationship to the State of Minnesota and to the federal government.
2. Assessment of regional economic health of all communities and demographics. The Metro region is home to the most diverse cities, communities, and neighborhoods in the state. For all to prosper in the Minnesota economy, disparity reduction between White Non-Hispanic and BIPOC residents and between White Non-Hispanic and those with barriers to employment, be it age, language, justice involved, persons with disabilities, must be part of the regions outcomes measures. While many of these indicators are macro in scale, and no one system can be responsible for total disparities reduction, the systems and structures must work together in alignment to attach these long standing social and economic challenges faced by many in our communities.



City of Minneapolis Local Workforce Development Area #10

2024-2027 Workforce Innovation and Opportunity Act (WIOA) Local Area Plan

SECTION A: LOCAL BOARDS VISION, GOALS AND STRATEGIES

- A.1. Describe the local area board’s strategic vision for preparing a skilled workforce and how it aligns with the State’s Vision, Goals and Strategies.

Reaffirmed in Winter 2024, the Minneapolis Workforce Development Board’s vision: *Committed to Growing a Competitive Workforce by delivering employment and training services inclusively.* This vision closely aligns with the state’s vision and goals to create One Minnesota, where all residents have equitable access to a workforce development system which helps build a healthy 21st century economy, responsive to employer needs in in-demand occupations and where all workers earn a family-sustaining wage.

Our core programmatic values focus on Minneapolis’ top priorities and align to the state goals:

1. Design career pathway programs and create partnerships that work to eliminate race-based and gender-based employment disparities
2. Assure access to quality community-based and culturally appropriate employment programming and resources, with a strategic focus on BIPOC communities
3. Be innovative and use community-knowledge, business guidance, and community feedback to continually adjust our programming to meet the dynamics of the labor market

- A.2. Describe the local area board’s goals for preparing an educated and skilled workforce, including youth, individuals with barriers to employment, and individuals underrepresented in the local labor force.

Mirroring the state and regional goals, Minneapolis Employment & Training’s goal is to ensure our system meets the needs of youth and adults, including BIPOC job seekers, disconnected youth, underrepresented communities of color, and those with disabilities and/or barriers to employment. We continually strive to provide the most appropriate, person-centered services and training opportunities. We fund tools to assist our diverse participants, so that no matter their starting point, they are prepared to fulfill their career goals and fill the in-demand jobs provided by our local employers.



- A.3. Describe how these goals relate to the performance accountability measures based on the primary indicators to support regional economic growth and economic self-sufficiency.

Performance goals are closely aligned with federal performance accountability measures and are clearly specified in all contracts with the community-based organizations that make up our service delivery system. The success of their participants is directly tied to that agency's success and continuation as an employment service provider. The ability of our community-based service delivery providers to achieve their goals provides the foundation for the overall performance success of our local area.

When program participants find their path to self-sufficiency and success, our region and state also prosper. Through targeted training opportunities that allow our customers to update or learn new skills based on real, in-demand jobs in the local area, it produces a win-win situation for both the program participant and our business customers. As these workers find new jobs, our area's employers benefit from hiring workers with up-to-date skills that are now in demand. Our programming helps to serve a critical need for Minneapolis job seekers and also aids employers by providing pool of experienced workers to meet future labor needs.

Finally, the Minneapolis Workforce Development Board and Minneapolis Employment and Training look to other indicators, beyond set performance indicators, to assess progress toward regional economic growth and economic self-sufficiency for our participants.

- A.4. Describe the strategy to work with the entities within your local workforce development area that carry out the core programs to align resources available to the local area to achieve the strategic vision and goals of the local area board and the state.

Since the comprehensive North Minneapolis CareerForce Center location opened in September 2016, the vision of "opening doors to employment, education and healthy living for thriving communities" has dovetailed nicely with the vision and the goals of the Minneapolis Workforce Development Board and now the updated vision and goals of the GWDB. Members of the Board and staff from Minneapolis Employment & Training have been closely involved with the collaborative planning team and the community engagement process that will govern the operational charter at the North Minneapolis location, including one-stop operator meetings, North Minneapolis Outreach Team, and Core Partner meetings.

WDA #10 strategically aligns programming resources across a variety of funding sources, including local funding sources, to ensure our vision of a robust and integrated system of career pathways, capable of assisting clients at various life intersections, is fully realized. High-demand occupation training is available for participants, from those seeking GED completion, short-term certificates and AA degrees to those needing final coursework in order to obtain a BA/MA degree, if needed.



The one-stop operator coordinates service delivery among the required core partners including coordination of services at the comprehensive Minneapolis one-stop location and any affiliate location. These services are executed through a Memorandum of Understanding (MOU) with the required one-stop partners.

WDA #10 staff will continue working to fully align and coordinate with the larger workforce delivery system including our WIOA core partners and others in our WDA and our region.

- A.5. Describe a best practice or area of strength of the local area as it relates to the State’s Vision, Goals and Strategies that should be considered for replication or scale across the state.

During a recent working session of the Minneapolis Workforce Development Board’s WIOA Plan Ad Hoc Committee, the following two things were identified as best practices/area strengths:

- Step Up Summer Youth Employment Program: As a youth summer program serving several thousand annually, its core components – a Chamber of Commerce-endorsed work readiness curriculum, work experiences designed to meet the evolving nature of work, and robust public-private partnerships – are key practices with opportunities for replication across the state.
- Community-partner approach to meeting diverse community needs: Through our WIOA and locally funded programs, MET works with 20-25 CBO partners at any one time. This diverse network of partners allows us to reach deeply into community and connect with a much broader base of employers. Not all areas of the state have this scale of CBO partners, but even a few close partners can expand the reach of programs.

- A.6. Describe the sectors or occupations of focus for the local area board, including:
- a. How those sectors compare to the sectors of focus within your workforce region;

The Minneapolis Workforce Development Board endorses the five sectors identified by the State’s Drive for Five initiative. Health Care and Social Assistance, Manufacturing, Construction/Trades, and Information Technology have long been sectors of focus in Minneapolis. More recently, education and pathways into education have been added through investments in a local partner’s Early Childhood Education certification program. We will continue to expand this sector over the coming months and years.

Further, looking more locally, the board and Minneapolis Employment and Training added hospitality, careers in the green economy, and cannabis to the sectors/occupations of focus. This is due to the concentration of hospitality employers in Minneapolis, the Mayoral agenda in Climate Legacy programming, and cannabis as an emerging industry in Minneapolis for entrepreneurs, sales, and micro-growers.

- b. The demographic makeup of the labor force in those sectors as compared to the local labor force, and how the local area will work to close any identified gaps;

While it is difficult to narrow the demographic makeup of the labor force per sector to the city-scale, the board and City staff often use metro-level data to analyze this type of data. What we have identified is multifaceted in terms of results. In terms of race/ethnicity data per sector, we see under-representation of women and BIPOC in the fields of IT and construction. Positive signals for BIPOC workers exist in Health Care; however, wage gaps and upward mobility gaps are significant between White non-Hispanic and BIPOC employees. Wage gaps also exist for women and BIPOC workers in hospitality, manufacturing, and construction.

Tactics identified to close these gaps include a focus on apprenticeships for underrepresented populations as a tool for career exposure and advancement; career pathways programs which develop next-step skills for career laddering within these key sectors; and a continued dedication to emerging skills training within both existing sectors and new sectors, specifically focused on green careers and cannabis.

- c. How the local board will make opportunities in these areas known to customers, including employers and job seekers, and how the local board will create, modify or expand responsive workforce development programs and initiatives.

As mentioned in an earlier response, the Minneapolis board and team believe deeply in our network approach to workforce development. This diverse network of partners allows for broad dissemination of information to both job seekers and employers. Further, through locally allocated ARPA funding, the City of Minneapolis dedicated \$1 million to community outreach, through 14 community-based partners, thousands of job seekers were connected to programs and placed into jobs. While we do not expect continued resources of the ARPA magnitude, we hope the model and practice set in motion with the early ARPA funds will allow partners to maintain and expand job seekers' access to program opportunities.

- A.7. Describe the process used by the local area board to provide opportunity for public comment, including comment by representatives from businesses and comment by representatives of labor organizations, and input into the development of the local plan, prior to submission of the plan.

Prior to submission, the full Minneapolis Workforce Development Board previewed and discussed the local plan at its November and March Board Meetings. An ad hoc committee of the Workforce Board provided input as well. Input was gathered for key questions,

segmented by employer input (small and large) and board partner input, including CareerForce, Vocational Rehabilitation, and Post-Secondary and Adult Education.

On February 22, 2024, the Metro Directors making up Region 4 also hosted a virtual input session ahead of submission to gather top priorities of our stakeholders.

Additionally, the Minneapolis Workforce Development Board provided opportunity for public comment in April 2024 through a 30-day posting of both WIOA Plans for the Metro Region WDA #4 and Minneapolis WDA #10. The Local Unified Plan was available for public review on the City of Minneapolis website:

<https://www2.minneapoliismn.gov/government/departments/cped/items-public-review/>

A paper copy of the draft plan was also available for public review at the North Minneapolis CareerForce Center (800 West Broadway Avenue).

Written comments could be sent via e-mail to MWDB staff at: MET@minneapoliismn.gov.

- A.8. Describe how the local area is working together to prepare the workforce for state and federal investments in the Bipartisan Infrastructure Law (BIL), the Creating Helpful Incentives to Produce Semiconductors (CHIPS) and Science Act, and the Inflation Reduction Act (IRA) (collectively referred to as Investing in America (IIA)).

While much of the preparation, coordination, and alignment for state and federal investments are done within our region, with metro directors working in concert to respond accordingly to the opportunities. At the local level, the City of Minneapolis and by extension the board, are working internally with the City’s Grant and Special Projects team, City Health Department (landing spot for Green Initiatives), and other departments to coordinate these investments and the workforce development components. The City will continue to engage this work at a regional scale with our core metro partners, and where necessary work locally with Minneapolis businesses and job seekers.

SECTION B: PROGRAM OPERATIONS

CareerForce Operations – Connection to Services

- B.1. Describe how local area boards will work with each other, core title providers and available data to designate at least one CareerForce Center per local workforce



development area as comprehensive and make recommendations on recognizing affiliate and standalone partner sites.

The Minneapolis Workforce Development Board will continue the following activities to maintain coordinated services in each local area to provide needed services: a) an informal review of service locations relative to population and demographic needs; and, b) consideration of shared criteria for recognizing affiliates among partners and contracted community-based providers.

The results of these analyses will be discussed collectively by the board and reviewed for comprehensiveness and effectiveness in Minneapolis. This will be done for both the comprehensive center and any affiliate sites.

The current locations of CareerForce Centers within Workforce Development Area (WDA) #10 serve our demographic targets well at this time.

The North Minneapolis CareerForce Center at 800 West Broadway Avenue is the comprehensive One-Stop location;

The South Minneapolis CareerForce Center at 777 East Lake Street is an affiliate location.

B.2. Describe the strategies to ensure proper connectivity and coordination among the physical sites within the local workforce development area.

WDA #10 has a service delivery system that extends beyond the one-stop locations and provides direct services throughout Minneapolis neighborhoods with programming funded by WIOA and many other sources. Shared staff responsibilities across providers and programs help assist with ongoing coordination and cooperation amongst and between providers. Our extensive network of providers offers some common programs, services, and activities but also provides unique opportunities. The sites are physically separate but share information and connections for their customers through staff communication, information sessions, marketing materials and online via websites. Each site is able to provide customers with connections to WIOA programs and services in addition to many other resources.

WDA #10 works in partnership with the Minneapolis CareerForce Centers and the Minnesota Department of Employment and Economic Development (DEED) at the Minneapolis one-stop locations to ensure proper connectivity and coordination at the physical sites. Examples include monthly one-stop operator meetings, monthly Minneapolis CareerForce partner meetings, the use of CareerForcemn.com and monthly publishing of the Job Seeker bulletin to share information with the public and stakeholders about the full range of opportunities for employment and training services available throughout the City of Minneapolis.



B.3. Describe the strategies to ensure proper connectivity and coordination among the service providers within the local workforce development area.

WDA #10 staff will continue to convene regularly scheduled meetings with WIOA title I partners in Adult, Dislocated Worker, and Youth program including direct staff. The purpose of these meetings is to cover policy and procedural topics in a discussion format. Via monthly community partners meetings, service providers are able to share issues they encounter so that other providers can share their best practices for resolving those challenges.

Further, the Comprehensive Center in North Minneapolis is guided by an operational charter that has been designed by a multi-agency planning team that met for over a year. The operational charter was developed as a result of extensive community engagement and input. The charter identifies several concepts that will be implemented at this location such as the “No Wrong Door” approach that expects staff to help people find what they are looking for; using a “Community as Campus” approach to working with individuals to avoid duplication with other agencies; and offering interdisciplinary training for tenant staff. These strategies help to ensure the connectivity and coordination of service providers in the physical one-stop location.

B.4. Describe other strategies that will be used to maximize services and access to services, such as non-traditional hours or using partner facilities.

WDA #10 uses a community-based network approach to meet the needs of diverse job seekers in Minneapolis. Between 15-25 community partners throughout Minneapolis are available for job seekers at non-traditional hours and located at neighborhood-based centers; this is used to supplement the CareerForce Center activities. This network’s non-traditional hours include weekends and evenings, hybrid training opportunities, as well as access to computers, training equipment, workshops/trainings, and phones/faxes during evening hours.

WDA #10 also works with Minneapolis Public Schools Adult Education and Adult Education consortium partners to provide equitable on-ramp educational services to career pathways; many classes occur at non-traditional hours to meet customer needs. While access to these on-ramps is broad and citywide, Minneapolis Public School’s main Adult Education campus is co-located at 800 West Broadway and offers evening hours.

B.5. Describe the strategic approaches to ensure all elements of Career Services are available at service locations or online, including services for youth and individuals with barriers to employment or service access.

The local Minneapolis Workforce Development Board undertakes an analysis of the service elements available online and at physical location, relative to the expected needs of populations being served – specifically communities of color, disconnected youth, and adults

with barriers to employment, and/or who would benefit from culturally-specific service delivery strategies.

WDA#10 will continue assessing the needs and requirements of programs and services. Customers will have access to all the programs, services, and activities of the full range of required one-stop partners. Other services may be offered at specialized sites through contracts with service providers at local community-based organizations. These employment service providers employ diverse staff. They also offer many points of entry through their neighborhood-based locations. This combination ensures a robust service delivery system that represents the diversity of our communities and often can better facilitate access for disconnected youth, women, communities of color, and persons with disabilities.

WDA #10 sends client surveys after exit to all WIOA Adult and Dislocated Worker program participants to inform our customer-centered design efforts. The brief survey asks each former participant basic questions about what services were received, if the client received the services, he/she expected or wanted, what was most helpful, and what could be improved. They are also requested to rate their overall satisfaction with the services received on a scale of 1 to 5 (with 1 being “very dissatisfied” and 5 being “very satisfied”). The results of the surveys are analyzed and used to improve the design and delivery of our services. We hope to learn directly from our customers about how to tailor and adapt our services to better serve all clients including disconnected youth, women, persons of color, and individuals with disabilities.

- B.6. Describe how the local area board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

The City of Minneapolis and MWDB have worked with our partners to support and promote jobseekers’ and employers’ technological connection and access to employment and training services, including fully remote options and hybrid options. These connections have gained in importance as a result of the COVID-19 pandemic. Further, Minneapolis uses the digital online CareerForce platform as an important resource to meet the needs of job seekers and employers.

As a non-rural area, Minneapolis WDA #10 focuses less on physical access due to proximity of locations but focuses on promoting equitable access.

- B.7. Describe how the one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by one-stop partners.

The State’s web-based data system, WorkForce One, connects and integrates case management and services with the required WIOA one-stop partners as well as with numerous programs funded by foundations and local governments. WDA #10 enters case management notes and all other relevant information into WorkForce One. This shared data system allows other staff who might come into contact with a shared customer to see the range of services a particular client is accessing and enables a case manager to supplement, rather than duplicate services for those clients who are co-enrolled. The shared data system also allows managers and administrators to see and run real-time reports on multiple aspects of program operations for better efficiency.

To augment services that will be provided in-person through the one-stop system partners, WDA #10 will explore and expand various technologies to better serve our customers. To enhance service delivery, fillable online applications and forms will continue to be developed. All one-stop and affiliated sites will offer access to free computers for completing online intake and other forms. Staff will remain available to assist with completion of the forms at all one-stop and partner sites. WDA #10 will fully support any efforts to evaluate the potential for common/shared application or intake forms to streamline the intake process and better serve our common customers.

- B.8. Describe how supportive services, such as transportation and other needs, will be coordinated to better serve individuals with specific barriers to training, education and employment.

WDA #10 listens to feedback from participants and members of the community and works to modify existing support service policies to supplement other community resources and expand to fill in gaps, as needed. We encourage co-enrollment with other programs (when allowed in state policy) to fully leverage support services across programs and funding sources.

Support services are provided on an “as needed” basis following federal, state, and local policies. This allows for more comprehensive support services to be provided to people with multiple barriers. Adult and Dislocated Workers are required to complete a Financial Needs Analysis for many of the support services that are required. This gives the counselor a better understanding of what supports each individual participant needs in order to complete training and reach their employment goals.

CareerForce Operations - Accessibility

- B.9. Describe strategies that will be used to leverage technology for services and ensure compliance with accessibility standards.

In conjunction with the analyses outlined above, recommendations for new or enhanced technology will be made to ensure that job seekers and employers have access to tools they need for successful labor exchange functions.

WDA #10 will use appropriate technologies for all clients seeking services. These technologies will be available at the One-Stop Center and affiliated sites throughout Minneapolis. Hardware technology will be augmented by software programs, including the CareerForce platform, for more comprehensive job seeker experience and connectivity to real-time job openings. WDA #10 will comply with all ADA requirements by making assistive technologies available to persons with disabilities.

- B.10. Describe the replicated cooperative agreements (as defined in section 107(d)(11) of WIOA) between the local area board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

The local Workforce Development Board and Vocational Rehabilitation Services collaborate to enhance services to individuals with disabilities, individuals with other barriers to employment, individuals living in poverty, and Step Up interns. Services are co-located in CareerForce Centers to ensure access. Each CareerForce Center provides an orientation the services available to assist job seekers in making an informed decision on choice of service provider. Direct service staff participate in cross-training to ensure they understand what is offered by the various partners and the eligibility criteria for each program.

Vocational Rehabilitation staff is available for consultation without the need for the person to apply for services. Typical topics include how and when to disclose a disability, effective use of assistive technology, Social Security work incentives, and benefits planning. There is currently a joint effort to provide joint financial planning and work incentives planning for individuals receiving Social Security Disability Insurance. Disability Benefits 101, a software program developed using Medicaid Infrastructure grant funding, is available to all partners to help staff inform job seekers about the impact earned income will have on federal and state benefits, including public health insurance.

The Workforce Development Boards consult with Vocational Rehabilitation Services as they are developing initiatives, customized training programs, career pathways initiatives, youth services, and other business services.



- B.11. Describe how entities within the one-stop delivery system will comply with section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990, regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities including providing staff training and support for addressing the needs of individuals with disabilities.

WDA #10 coordinates with DEED to train and support WIOA grantees regarding disability and ADA issues. DEED’s Vocational Rehabilitation Services provides disability awareness business outreach information to partners throughout WDA #10. Minneapolis Employment and Training regularly convenes service providers, including providers of WIOA Adult and Dislocated Worker programs, to share best practices information. These opportunities enable providers to build capacity and enhance services for disabled job seekers. The WDA #10 Equal Opportunity Officer attends available DEED WIOA EEO Training opportunities and then shares this information in focused outreach and training to providers throughout the WDA #10 system. Additionally, the required annual physical accessibility and programmatic review is completed by staff.

CareerForce Operations – EEO Compliance

- B.12. The local workforce development area and their partners are aware of the responsibilities of the Equal Opportunity Officer, including attending DEED sponsored EO Training?

Yes _____

- B.13. The local workforce development area is aware of and conducts annually a physical and program accessibility review.

Yes _____

- B.14. Does the local workforce development area have in place an agreed upon WIOA Discrimination complaint process per the [regulations](#)?

Yes _____

- B.15. Does the local workforce development area have in place an agreed upon WIOA Program Complaint Policy per the [regulations](#)?

Yes _____

- B.16. Does the local workforce development area have in place a [language access policy and plan](#)? Describe your local workforce development areas language access policy. If you do



not have a policy in place, use the following link as a guide in creating your policy [Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs \(lep.gov\)](#). This link on pages 9-15 includes sample assessments, questions and information on: 1) Understanding how LEP individuals interact with your agency; 2) Identification and assessment of LEP Communities; 3) Providing language assistance services; 4) Training of staff on policies and procedures; 5) Providing notice of language assistance services. Should you have questions pertaining to your LWDA's language access policy contact the Office of Diversity and Equal Opportunity at DEED.ODEO@state.mn.us

Yes **X**

- B.17. Describe the affirmative outreach strategies your local workforce development area will employ to recruit participants that are representative of the populations in your region. (You may also attach an outreach or engagement plan if one exists for your LWDA).

Beginning in 2024, the new Office of Apprenticeship Outreach (Office) at the North Minneapolis CareerForce One-Stop Location connects diverse career seekers to registered apprenticeship opportunities. These opportunities equip apprentices with new skills and a recognized credential while they earn a paycheck. The purpose of this Office is to support diverse individuals to gain access to apprenticeship, to thrive throughout the apprenticeship experience, and to retain high-quality employment in apprenticed occupations. Apprenticeships are expanding in multiple, high-demand industries in Minneapolis and across the state. For this reason, the Office will engage in strategic communication to local area residents, with a specific focus on women, BIPOC, unemployed, underemployed and communities with low engagement or connection to registered apprenticeship. The operator of this office was selected by competitive bid from among MET's eligible service providers, bringing an expansive workforce development network and operational acumen to this work. Minnesota's Department of Labor and Industry and Minnesota's Department of Employment and Economic Development (DEED) are working in partnership with Minneapolis WDA to establish the Office, to expand apprenticeship to additional regional businesses, and to educate candidates about apprenticeship. In addition to career seeker connection, the Office provides consulting and technical assistance to WIOA partners, including Veterans' Services, Vocational Rehabilitation, housing assistance agencies, and more. This Office will also engage Minneapolis BIPOC residents who live in targeted zip codes of concentrated poverty areas in career training pathways to high-demand industry sectors, including green-related occupations, with well-established on-the-job training and educational components.

CareerForce Partners

- B.18. Describe the roles and resource contributions of the one-stop partners.

WIOA Section 121 identifies Federal programs and requires that the services and activities under each of those programs must be made available through each local area’s one-stop delivery system. The entities that receive the Federal funds for each of these programs and/or have the responsibility to administer the respective programs in the local area are required partners under WIOA. One-stop centers provide services to individual customers based on individual needs, including the seamless deliver of the multiple services to individual customers. There is no required sequence of service. The management of the one-stop system is the shared responsibility of the MWDB, CEO, OSO, and the one-stop Partners. The system is a collaborative for the planning, operations, and management of local workforce services.

The North Minneapolis CareerForce Center, located at 800 West Broadway Avenue, is Minneapolis’ comprehensive one-stop center.

Roles and Responsibilities of one-stop partners

Mayor of Minneapolis, Chief Elected Official (CEO)

While not an exhaustive list of duties, the CEO will, at a minimum:

- In partnership with the LDWB, submit a local plan that includes a description of the activities that shall be undertaken within the local system
- Approve WIOA-required actions of the LWDB including, but may not be limited to,
 - LWDA Budget
 - Memorandum of Understanding
 - Infrastructure Funding Agreement
- In partnership with the LWDB, conduct ongoing oversight of workforce development activities to assure appropriate management and use of funds and to maximize performance outcomes.

Minneapolis Workforce Development Board

While not an exhaustive list of duties, the MWDB will, at a minimum:

- In partnership with the CEO and Partners develop and submit a Local Plan that includes a description of activities that shall be undertaken within the local system.
- Conduct workforce research and regional labor market analysis.
- Convene, broker, and leverage workforce system stakeholders.
- Lead efforts in the local area to:
 - Engage with a diverse range of employers and other entities.
 - Develop and implement career pathways opportunities
- In partnership with the CEO, conduct ongoing oversight of the workforce development activities to assure appropriate management and use of funds and to maximize performance outcomes.

One-Stop Operator

The primary role of the One Stop Operator is to coordinate service delivery among Partners of the CareerForce system. Responsibilities include:

- Provide leadership for local CareerForce locations on-site operations, space configuration, customer flow and integration of services.
- Maintain appropriate and updated publicly posted ADA posters, ensure building accessibility meets requirements and develop/address safety plans/requirements with the support of the City of Minneapolis.



- Provide input on building/facility needs, including recommending solutions related to growth and space utilization.
- Promote CareerForce program services, internally and externally, in partnership with the City of Minneapolis.
- Convene and participate in partner meetings.
- Participate in CareerForce location certification process.
- Report operational updates and outcomes to the City of Minneapolis as requested.
- Support and develop networks between workforce, economic development, education and community groups.
- Create and maintain a welcoming and professional CareerForce environment.
- Facilitate an inclusive services and operating environment.
- Ensure quality customer services to job seekers and employers.
- Participate in the evaluation of customer needs and satisfaction to continually refine and improve service strategies.
- Participate in the development and, when acceptable terms have been agreed to, sign the Memorandum of Understanding (MOUs) and Infrastructure Funding Agreements (for example, cost allocation plans, office closing policies, dress codes, holiday scheduling, etc.).
- Be knowledgeable of the mission and performance expectations of all partners and facilitate/participate in cross-training among staff.
- Comply with all WIOA and MN DEED regulations and policies governing the operations of a one-stop center, including establishing sufficient firewalls and conflict of interest policies and procedures compliant with WIOA Section 12(d)(4)(A) and (C) and U.S. Department of Labor TEGL 15-16.

CareerForce Partners

Partners must:

- Provide access to their programs or activities through the CareerForce system.
- Use a portion of their program's funds to:
 - Provide Career Services.
 - Maintain the one-stop system and jointly fund it.
- Sign the Memorandum of Understanding with the LWDB.
- Participate in the operation of the one-stop system
- Provide representation on the LWDB, as required, and participate on committees or workgroups of the LWDB, as needed and/or appropriate.
- Each Partner commits to cross-training of staff, as appropriate, and to providing professional learning opportunities that promote continuous quality improvement.
- Respond timely to local and economic conditions, including employer needs, creating a seamless customer-focused One-Stop delivery system.
- Assist with the development and submission of local and regional plans.

Partners funded through Department of Labor, whether as recipient or sub-recipient of funds, must:

- Provide priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in [38 USC 4215](#). Also see [20 CFR 1010.110](#) for more information about this requirement.



B.19. Describe how the local area board will ensure continuous improvement of eligible providers of services through the system.

WDA #10 employs numerous strategies to ensure continuous improvement of service delivery in our local area. We start by requiring that all Individual Employment Plans (IEPs) for a participant in a City of Minneapolis Employment and Training funded program be reviewed and signed by an agency staff who possesses either an active [Global Career Development Facilitator \(GCDF\) credential](#) or a counseling-related Bachelor's or Master's degree (including but not limited to a degree in social work, counseling, psychology, or other related field) which are subject to annual audit. For those using the GCDF, this certificate requires 75 continuing education clock hours every five years. The hours must meet Center for Credentialing and Education requirements regarding competency area and activity type.

Minneapolis Employment & Training staff continually provides technical assistance in person and via email, phone, and Teams. Policy and procedure updates are shared with service provider staff on an on-going basis. Service providers are encouraged to consult with Minneapolis Employment & Training staff to ensure consistent service delivery across all providers.

Minneapolis Employment & Training staff also creates written program manuals for employment service providers. These manuals are updated yearly and changes in policy and procedures are covered in face-to-face or virtual annual trainings. Minneapolis Employment & Training and service provider staff also typically meet quarterly to discuss topical issues, resolve challenges and share best practices.

Minneapolis Employment and Training hosts Grants Management Financial Training webinars for executive directors, key finance staff and Minneapolis Employment & Training program managers to go over grant administrative requirements. Topics of the training included: the process for virtual subrecipient monitoring by City finance; common monitoring findings; Uniform Guidance (UG) and Grant Regulation Hierarchy; changes to 2 CFR 200 Appendix XI, Compliance Supplement; and UG proposed changes. The most recent training was provided by the Manager of Accounting at the City of Minneapolis.

WDA #10 also provides on-going training opportunities to better connect our extensive service delivery system, to learn from and about each other. Minneapolis Employment and Training hosts conferences and roundtables for its large network of employment and training service providers who work with adults (including young adults ages 18-24).

Continuous improvement of eligible providers is also ensured by regular evaluations. Specific performance measures are built into each contract for our subrecipients, which are evaluated quarterly. Information about each agency's performance is shared with them. A summary report is provided to City leadership and the Minneapolis Workforce Development Board.

In addition, Minneapolis Employment & Training staff monitors all service providers on-site or virtually. The visit includes a review of sample files to determine that each contracted service provider is delivering their services according to the policies and regulations set forth by City, State, and Federal guidelines. After the file review, Minneapolis Employment &

Training staff notifies the provider of any file corrections that are needed and sets a deadline for completion. This is followed by a formal written report and an interview to go over the results with agency program staff. If corrective action is required, Minneapolis Employment & Training staff requests a plan in writing with a timetable to address any serious deficiencies.

The Office of Apprenticeship Outreach will provide “train the trainer” opportunities for eligible providers to learn about new and existing apprenticeships available in Minneapolis and across the region. WIOA CareerForce and community-based providers will be invited to participate in peer-learning sessions with apprenticeship host sites, apprenticeship training centers, and apprentices.

City of Minneapolis and the MWDB have a responsibility to monitor the activities of the service providers that receive state or federal funds through WDA #10. This includes determining risk of noncompliance, monitoring financial and programmatic reports, and ensuring that deficiencies are corrected. To assist providers in delivering successful programs and continuous improvement, staff provide support on an ongoing basis. Support to service providers may include providing guidance and interpretation of policies, written procedures, training, reports, ongoing meetings, and other technical assistance as needed. Formal fiscal and program monitoring are completed once per year. These activities support staying in compliance, identifying emerging service trends and needs and building local capacity for essential services as part of the broader workforce ecosystem.

- B.20. Describe the local workforce development area’s processes to assure non-duplicative services and avoid duplicate administrative costs.

Targeted program recruitment and referral, and well-coordinated co-enrollment or integrated programming is essential to ensuring resident needs are met. These approaches are not for service duplication, rather for enhancing service opportunity if and when there are gaps or limitations in meeting needs. As the largest city by population in the state that houses a diverse array of CBOs alongside state and federally funded programming, enhancing but not duplicating services is key.

- B.21. Describe how the Memorandum of Understanding will be or has been developed and used to ensure commitment of resources from service providers and required partners.

Under the WIOA requirements and guidance from DEED, City of Minneapolis Employment and Training developed a draft Memorandum of Understanding (MOU) for review and negotiation with WIOA-required service partners. Partners also negotiated roles, commitments of resources and cost allocations. Leaders of all partner organizations will

review the final MOU prior to signing. The MOU will include an Infrastructure Funding Agreement, listing the financial resources, if any, each partner will contribute to support the provision of services at the one-stop center.

- B.22. Describe how local area boards will ensure state policies on infrastructure funding requirements are adhered to and the process for addressing any discrepancies or disagreements.

The MWDB, in coordination with staff from Minneapolis Employment and Training, will develop a MOU, drawing from guidance by DEED. The MWDB and staff will engage required service provider partners to negotiate roles, responsibilities, and commitments of resources. All partners will review and execute the MOU, which will include shared infrastructure funding. City of Minneapolis regularly coordinates with one-stop required partners and facilitates conversation and negotiation, if needed, to address partner needs and resolve discrepancies or disagreements.

- B.23. Describe how local area boards, who contract out for provider services, will ensure that providers fully participate in infrastructure funding requirements and the alignment of service delivery within the local workforce development area 134(c)(3)(G) of WIOA.

In accordance with federal requirements and under guidance of DEED, the Minneapolis Workforce Development Board, through the support of City staff, will train contracted partners on infrastructure funding requirements and protocol for addressing discrepancies. Service alignment issues will be addressed, as noted above, in our contracting process and in regular communications with partners during implementation. As appropriate, the Minneapolis Workforce Development Board will rely on existing, modified, or new agreements, such as Memoranda of Understanding, and internal audit processes and DEED policy guidance to address compliance issues regarding infrastructure funding requirements. In addition, City of Minneapolis Employment and Training ensures contracted partners provide required access to individualized training that is linked to in-demand occupations throughout the one-stop system.

- B.24. Describe the competitive process to be used to award the sub-grants and contracts in the local workforce development area for activities carried out under section 107(d)(16) WIOA.

Minneapolis Employment and Training uses a decentralized approach where services are delivered by community-based provider agencies at the neighborhood level. These

community-based providers typically employ culturally diverse staff who speak a variety of languages. This community-based form of service delivery facilitates better accessibility to services for all. The neighborhood-based provider agencies are skilled at providing culturally competent counseling that is flexible and adaptable to changing economic, cultural, and social dynamics of our community.

City of Minneapolis Employment and Training issues a Request for Proposals (RFP) under a competitive solicitation to select organizations that are qualified to deliver employment and training services. Organizations that qualify are placed on a Minneapolis Employment and Training Eligible Providers List that defines the universe of potential providers for a specific time period. During 2020, and again mid-cycling in 2023, the Eligible Providers List was updated using this competitive process.

The open competition for the RFP is advertised on the [City of Minneapolis eSupplier website](#); former Eligible Providers are alerted; any agency that had inquired about or requested to be included in the Eligible Provider process (since the previous process ended) are alerted; and broad dissemination using City of Minneapolis vendor network system is used.

The Minneapolis Workforce Development Board, which is staffed by Minneapolis Employment and Training, provides strategic guidance for the broad partnerships that make up the local workforce development system – a “one-stop” service delivery system for area job seekers and employers.

Historically, Minneapolis has prioritized issues such as living wages, employee benefits, and long-term retention for participants served in our programs. In creating the [Eligible Providers List for 2021-2025](#), the City of Minneapolis recognized that the dynamic economy would present continued challenges and new opportunities in workforce development. The message to prospective applicants affirmed the following: *“As we look out to the next five years, we must collectively work towards reducing and ending racial and ethnic employment disparities; we must work to reduce the skills gaps between what employers tell us they need and the applicant pool currently applying for those positions; we must prepare for the coming years of labor shortage as more and more baby-boomers leave the workforce; we must engage more youth by connecting them with opportunities for meaningful career exposure; and we must continue to offer innovative services for all job seekers.”*

- B.25. Describe and identify the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i)(III) of WIOA.

As the administrative entity for the Minneapolis Workforce Development Board, the City of Minneapolis Employment and Training is responsible for the disbursement of workforce development funds.

Levels of Performance

- B.26. Describe how the local levels of performance negotiated with the Governor and chief elected official will be used to measure the performance of the local workforce development area and to be used by the local area board for measuring the performance of the local fiscal agent, eligible providers under subtitle B of WIOA and the One-stop delivery system.

Accountability measures are built into each contract as each contract contains very specific outcome measures. All agencies who are awarded master contracts are required to collect data in the Management Information System (MIS) so that Minneapolis Employment & Training staff can evaluate their performance against the desired outcomes. The information is then used to test compliance with the contract outcome measures.

Minneapolis Employment & Training also takes action on performance data. Sub-recipients are formally reviewed against outcome measures on a quarterly basis. Performance is then evaluated whether the service providers were on track to meet their stated goal(s) or not. The quarterly performance review provided to the service providers; a quarterly summary report is published on the Minneapolis Employment and Training website, and it is provided directly to the Minneapolis Workforce Development Board and Minneapolis City Council. Service providers that receive substandard performance may be required to complete a corrective action plan, and failure to bring up their grade to an acceptable level may result in further action, up to and including contract termination. This sound evaluation system has been in effect in the City of Minneapolis since 1990. It provides clear incentives for service providers to maintain and improve performance. On an annual basis contract amounts are adjusted based on the amount of funding that is available and each service provider's past performance.

A review of local trends was conducted and used to inform negotiations for local performance measures with DEED. Variables such as racial disparities and community and economic impacts were factored into projections for performance outcomes. Specifically, negotiators needed to consider:

- Anticipating serving higher numbers overall and higher number of racially and ethnically diverse participants in both Adult and DW.
- Planning for increased clients facing systemic racism impacting employment and wages.
- Dedication to a mission of reducing employment disparities and seeking to serve those residents most in need.
- Priority of Service will add additional high need target groups.

City of Minneapolis has historically had the one of the highest economic and employment disparities in the state, and these worsened and have not fully recovered from the pandemic and civil unrest.

Local performance goals are used as benchmarks to measure program success for workforce services, our subgrantees and the One-Stop system. Monthly data analytics reports, reviewed

by program supervisor and management teams, provide for real time analysis of performance. Strategies to target specific goals and performance are developed so as to not rely solely on lagging indicators. Staff work with contracted providers to ensure progress is made toward performance and offers technical assistance where necessary.

While these quantitative data provide one perspective, it is additionally imperative to look at qualitative measures of community, family and individual success. The complex needs of families in poverty require an interdisciplinary approach to resolution. While credentials lead to employment and employment leads to wages, complicating factors still exist for many individual and families including health issues, disabilities, housing needs and others. A wider evaluation of the long-term impact of coordinated and full spectrum service approaches may also be informative for our workforce board.

- B.27. Describe the actions the local area board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board.

Statewide, the MAWB has always been committed to supporting LWDBs' growth and strong performance. Board members statewide have access to training that has been developed by committees of the association. Recently, a series of policy training topics was provided to board members statewide. In addition, members in leadership roles have the opportunity attend the annual statewide association conference which provides speakers, panels and discussions on relevant and timely workforce topics.

At the local level, the MWDB is actively engaged through ad hoc committee work by providing direction and guidance on everything from our new apprenticeship outreach office to our new local communities hiring campaign that will start in North Minneapolis. The board's ad hoc committees are time-limited, project-based working groups, not standing committees. Our current ad hoc committees include: North Minneapolis Hiring Campaign, Apprenticeship Outreach Office, WIOA regional and local plan development, Legislative Initiatives, and Marketing/Communications ad hoc committees.

Local Workforce Board Governance

- B.28. Briefly describe the local area board's policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of June 30, 2024.

The Minneapolis Workforce Development Board follows the City of Minneapolis open appointments process (City of Minneapolis Ordinance Title II, Chapter 14.180) to fill board positions.



Board members are appointed to three-year terms by the Mayor. Applications for terms beginning on the first day of July can be filed in the City of Minneapolis Clerk’s Office during the spring open appointments application period, which is open for a minimum of three (3) weeks. If there are vacancies within the twelve (12) months after closing the original application, the Mayor may fill vacancies from among the original applicants without re-opening the process. More information about the city’s boards and commissions may be accessed online at: <https://www.minneapolismn.gov/government/boards-and-commissions/>

B.29. Is your local area board currently in compliance with WIOA?

Yes _____

No _____

If No, what steps will be taken to bring your local area board into compliance by June 30, 2024?

B.30. Please include in Attachment B the composition of your board, including the sectors represented on the board, and to the extent practicable, the demographic makeup of your board.

See Attachment B for a list of board membership and the industry sectors that they represent. The Minneapolis Workforce Development Board (MWDB) is one of the most diverse local WDBs in the state. Nearly 50% of members are BIPOC individuals and nearly 50% are women.

SECTION C: PROGRAM AND SERVICE DELIVERY

Local Area Board Program and Service Delivery

C.1. Describe how the local area board, working with the entities carrying out core programs will expand access to **employment opportunities** for eligible individuals, particularly eligible individuals with barriers to employment.

WDA #10 continuously works to examine our practices and procedures, listen to community and customer feedback, and strive to continuously improve our employment service delivery system. As the roles of all required core partners have become better aligned under WIOA, our one-stop system works cooperatively with common customers capitalizing on shared resources where the opportunity exists and provides discrete services where they do not. The goal will be to ensure that our policies and procedures are maximized for the benefit of all customers and that policies do not inadvertently create any disincentives for optimal service delivery to all customers, especially disconnected youth and those with extra challenges or barriers to employment.

Our work focuses on removing barriers to employment (also referenced in the regional plan section) by providing career-centered education and training. This includes assisting customers with finishing a GED or high school diploma, upgrading their computer knowledge, learning skills to succeed in a professional work environment. Services help customers locate and pay for technical education and provides them with job search assistance targeting high-paying jobs available in the area and a more lucrative set of career opportunities.

WDA#10 employs an Industry Relations Manager who works directly with employers through outreach, connection to our network of workforce partners, and workshops and conferences. Employer-focused services and solutions mirror challenges which individuals may face in our area’s competitive labor market, including lack of formal credentials or experience, limited English proficiency, transportation and childcare, stable housing, and more. Employer-focused resources focus on inclusive hiring, welcoming new Americans to the workplace, skills-based recruiting and advancement, quality jobs principles, fair chance hiring, and much more. Our goal is to equip employers with the supports and resources they need to lay the groundwork for successfully hiring and retaining individuals who face barriers.

- C.2. Describe how the local area board, working with the entities carrying out core programs, will expand access to **supportive services** for eligible individuals, particularly eligible individuals with barriers to employment.

WDA #10 recently worked with DEED and Department of Labor to expand and clarify support service policies and will continue to explore how adjustments to our support service policies may better serve the specific needs of communities of color and individuals with disabilities. Adjustments aim to ensure adequate support services that help clients overcome barriers to employment, including assistance with public transportation cost or obtaining a driver’s license. Minneapolis Employment & Training, in partnership with WIOA program providers, has increased our support service budget and modified our local support service policy to better meet participants’ needs.

We will continue to keep our service delivery system informed about new or expanded support services/resources that are available in the community.

- C.3. Describe how the local area board will facilitate the development of career pathways, co-enrollments (as appropriate) and activities that lead to industry recognized post-secondary credentials that are portable and stackable.

The local Minneapolis Workforce Development Board will advise on and support the development of career pathways by helping to align employment and training providers to the direct needs of businesses and by creating trainings and workforce development

programs focused on high-demand and/or high-growth industries. All adult, post-secondary trainings are accessible to low income, unemployed or under-employed participants, with a particular outreach to BIPOC, veterans, or other populations under-represented in the target industries. Trainings will be developed with input from employers. Credentials earned will be industry-recognized, stackable and transferrable to encourage opportunities for career laddering and promotional opportunities. The trainings are often provided by partnering colleges, and/or other post-secondary training institutions, whose industry-recognized credentials are portable and provide an additional incentive to consider pursuing a post-secondary degree program.

C.4. Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local workforce development area.

The main operating principle of the Minneapolis Workforce Development Board and City of Minneapolis Employment and Training is partnership. Minneapolis Employment and Training uses a community-based service delivery model; partnering with both non-profit and state government employment service providers to offer employment services to Minneapolis adults and dislocated workers. We contract with community-based employment service providers that offer high quality job training services in the neighborhoods where job seekers are located. This diverse network of partners includes 5 organizations in 2024, with broad geographic reach, cultural and language expertise, and community rootedness, offering the best access and services to residents looking for training and employment counseling. Over three decades ago, Minneapolis Employment and Training began this innovative strategy of contracting with small neighborhood-based employment services providers as the delivery mechanism for federal and state investments in jobs training. While this model of service delivery has changed little in the last thirty years the innovative strategies of our community-based partners to meet the needs of Minneapolis job seekers and our metropolitan jobs market has changed greatly.

Community-based partners contracted for adult and dislocated worker services in 2024 included:

- Avivo
- State of Minnesota Department of Employment and Economic Development
- HIRED
- Jewish Family and Children’s Services of Minneapolis
- Project for Pride in Living

WDA #10 also encourages program providers, interested training providers, and their partners to be listed on the [State’s Eligible Training Provider List](#) and to become Workforce Innovation and Opportunity Act (WIOA) certified, if applicable. WIOA requires that a training program or course whose completion results in a recognized credential must be WIOA-certified in order to get credit for that credential in performance measures. The WIOA certification process ensures that customers in WIOA programs can find quality training programs that provide credentials upon completion. The Eligible Training Provider List (ETPL) is accessed via the [Career and Education Explorer](#) (CEE) which is a public-facing web tool providing information relating to Minnesota training opportunities and occupational information. Job seekers, counselors, and the general public may use this tool to search, view, and compare trainings. The CEE also identifies trainings that are WIOA-certified.



- C.5. Describe and assess the type and availability of youth workforce investment activities in the local workforce development area, including youth with disabilities, which description and assessment shall include an identification of successful models of such youth workforce development activities.

The Minneapolis Workforce Development Board (MWDB) acts as the multijurisdictional advisory policy group that focuses on the local youth workforce system. The MWDB supports the design, development, and provision of services to help Minneapolis youth with barriers to employment achieve successful transitions to further education and employment. An important focus has been to serve youth with disabilities and youth who are experiencing housing instability. Specific programs and initiatives include:

Minneapolis Youth Works: This program helps Minneapolis youth and young adults learn academic, life, and work skills; identify career paths; and achieve meaningful employment. Funded via WIOA, the program serves out-of-school youth ages 16-24 and in-school youth ages 14-21, with an emphasis on serving youth who are out-of-school, homeless/in foster care, offenders/justice-involved, pregnant or parenting, and participants with disabilities.

In 2023, Minneapolis Youth Works provided comprehensive, case managed employment and training services to 757 youth- 640 (about 85%) youth of color, 50.20% receive public assistance, 30.5% homeless and foster child, 9.5% offenders and 8.85% reported they have disabilities. 14.27% were pregnant, 38.11% reported lack of basic skill deficiency and needed assistance either in completing their education, getting or keeping a job.

Step Up: This program is one of the City of Minneapolis' primary strategies to address employment disparities for youth ages 14-21. Step Up is a nationally recognized employment program that recruits, trains, and places youth with barriers to employment in jobs with a wide range of Twin Cities businesses, nonprofits and public agencies. The program helps interns explore diverse career interests, gain vital skills, make professional connections and prepare for meaningful careers. Whether it is a first job experience or a more skilled position, a Step Up internship helps young people explore careers and climb the ladder of professional development, ultimately resulting in a young person prepared to succeed in the workforce. Annually, Step Up trains and places nearly 1,500 Minneapolis youth in paid career experiences with over 100 regional employers. On average, 85% of Step Up participants qualify for free lunch, 90% are BIPOC youth, 50% come from immigrant families, and 25% are youth with disabilities.

- C.6. Describe how training services under chapter 3 of subtitle B of WIOA will be provided in accordance with section 134(c)(3)(G) of WIOA, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local area board will ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided.

Training is available to those individuals in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous



employment. Training priority is for programs that lead to recognized post-secondary credentials aligned with in-demand industry sectors/occupations in the local area. Training can be approved if:

- The client would benefit from training (e.g., LMI data provided shows training is a requirement for occupational goal or the client has some prior experience in the field or shows an aptitude as discerned by assessments),
- There is a reasonable expectation of employment following completion of training, and
- The client has the skills and qualifications to undertake and successfully complete the training.

Training services will be available to dislocated worker and adult participants (in accordance with the priority of services for adult clients) who have been determined in need of training services through an assessment or evaluation and the delivery of career planning services. Clients will be provided with the State's Eligible Training Provider's List (ETPL) and will be given guidance about the quality and performance data of the providers to help them make an informed decision about an appropriate training provider. After the client reviews the information and makes his/her selection of a specific training provider, the client will be provided with a referral to the training provider that has been chosen.

Clients are informed that, to ensure adequate training resources for all WIOA adult and dislocated worker clients, the City of Minneapolis/WDA #10 establishes some policy limits on the funding for training. Funding for training plans (adult and dislocated worker) that span multiple terms will be authorized one term at a time contingent on available funding. If training funding becomes exhausted, training plans in process will receive priority when funding again becomes available. WDA #10 has also established policies that state:

- For dislocated worker clients, completed Training Proposals are required for all credential/certificate training and for any non-credentialed training that proposes to exceed \$1,000+ in cost. Training plans are limited to a "soft ceiling" (per client per program year) of \$12,000. Requests to exceed that amount may be considered by the contract manager, on a case-by-case basis, with adequate justification by counselor and client. Costs in excess of \$12,000 may be paid by other sources.
- For WIOA adult clients who receive training services, the program will pay for up to \$8,000 per program year for training. Requests to exceed that amount may be considered by the contract manager, on a case-by-case basis, with adequate justification by counselor and client.
- For both in-school and out-of-school WIOA youth, program training is offered to advance their career goals. Case managers at service provider execute or determine the needs for training based on Individual Employment Plans or Individual Services Strategies that are crafted with and by the program participants.

Prior to receiving funding from our programs, clients are required to apply for financial aid, if available. Clients are reminded to check with their selected training provider about available scholarships, grants, discounts and financial aid packages. Grants and/or scholarships are utilized before program funds are provided for training. Training services are paid for through third-party payment process using an Authorization of Funding for Training form for the client's Individual Training Account (ITA). ITAs specify that funds must be coordinated with other funding and only cover the amount of training costs that are not available from other grant sources including Pell Grants.

The City of Minneapolis/WDA #10 is currently exploring the possibility of contracting with an institution of higher education or other local provider of training services to facilitate the training of multiple individuals as a cohort for in-demand occupations. We have requested technical assistance from DOL and DEED to ensure that a contracting model, if utilized, does not limit consumer choice.



- C.7. Describe the plans and strategies for, and assurances concerning, maximizing coordination of service provided by the state employment service under Wagner-Peyser Act, and services provided in the local workforce development area through the one-stop delivery system, to improve service delivery and avoid duplication of services.

Minnesota's WIOA State Plan describes the state's strategy for providing reemployment assistance to Wagner Peyser's targeted population of UI claimants. The strategy will be as follows:

- A Wagner-Peyser staff person will follow up with participants of Reemployment Services and Eligibility Assessment (RESEA) sessions that the UI program offers across the state. The UI program typically offers RESEA sessions to those who are at risk of exhausting their benefits.
- The RESEA will conduct a quick assessment of every participant to determine who will most need additional services from the CareerForce Center. Wagner Peyser staff may also do other assessments when coaching customers with their job search activities.
- The Wagner Peyser staff person will conduct an orientation to CareerForce Center services either in 1:1 or group settings (depending on the size of the group) that includes information on how to register for the state's labor exchange system, i.e. [MinnesotaWorks](#), and information about programs such as the Dislocated Worker program that they may be eligible for.
- The Wagner Peyser staff person will assist the RESEA customer with creating an initial registration and enrolling in the [Creative Job Search](#) workshop. Creative Job Search is typically the first job finding/job placement service that is offered to UI applicants. The workshop consists of training on how to find a job that includes career planning, preparing for the job hunt, skills identification, resumes and cover letters, applications and references, social media, interviewing skills, and more.

The Wagner Peyser program also provides services to businesses with one Workforce Strategy Consultant assigned to the metropolitan area. The objectives of this consultant include contacting businesses in the key industry sectors identified in state and local plans, helping the business solve their workforce issues, and promoting job openings to job seeking customers in the CareerForce Centers.

WAGNER-PEYSER ASSURANCES

The State assures the following:

1. The Wagner-Peyser Employment Service is co-located with one-stop centers, or a plan and timeline have been developed to comply with this requirement within a reasonable amount of time.
2. The State agency is complying with the requirements under 20 CFR 653.111 (State agency staffing requirements) if the State has significant Migrant Seasonal Farm Worker one-stop centers;
3. If a State Workforce Development Board, department or agency administers State laws for vocational rehabilitation of individuals with disabilities, that board, department, or agency cooperates with the agency that administers Wagner--Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I; and
4. State agency merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with Department of Labor regulations.

Interagency Coordination

- C.8. Describe how the local workforce development system will work with entities carrying out core programs to align and support services with programs of study authorized under Carl D. Perkins Career and Technical Education Act.

City of Minneapolis Employment and Training encourages collaboration among all partners to advance career and technical education options that lead to employment. We work to ensure that education or technical skills training programs administered by providers offer either bridge coursework that can prepare participants for more advanced coursework or preparatory training and hands-on opportunities that align with current career and technical education offerings in high-demand industries. Staff also participate in the Minneapolis Consortium meetings, a coalition of Perkins partners when the group is active and operational.

- C.9. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with relevant secondary and post-secondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.

The Workforce Development Boards of the Twin Cities, following the focus on specific occupational clusters and career pathways (outlined in the regional plan), will engage Carl Perkins consortium partners who often represent our closest relationship with secondary and post-secondary partners. Local efforts to support students will be developed, in conjunction with metro-wide efforts focused on identified career pathways, and efforts will be made at the local and regional levels to ensure that services are not duplicated.

The Minneapolis Workforce Development Board will do a periodical review of services to ensure that education and trainings provided to participants match with employer and industry demand and align with current requirements in secondary and post-secondary standards. In addition, representatives from secondary and post-secondary institutions will sit on the board to advise on trainings at their institutions to prevent unnecessary duplication.

- C.10. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with public transportation and other appropriate supportive services.

The local Workforce Development Boards of the Twin Cities are working cooperatively to strengthen relationships with the Met Council at multiple levels. One such effort is to ensure that a stronger line of communication is maintained with transit planners to facilitate closer coordination with public transit in areas where transportation challenges represent a primary barrier to employment. The Minneapolis Workforce Development Board will make particular effort to ensure that suburban job



seekers have better access to public transit (and/or other forms of transportation assistance) and that suburban employers can better receive workers from urban centers.

The wide-ranging service delivery system in Minneapolis includes, in addition to the one-stop centers, many neighborhood-based locations that provide easy access via public transportation. Minneapolis Employment and Training uses a community-based service delivery model; partnering with both non-profit and state government employment service providers. Our network of community-based employment service providers offers many high-quality employment services in the neighborhoods where job seekers are located.

The Minneapolis/St. Paul metro area is fortunate to have a plethora of public and private training institutions represented on the State's Eligible Provider Training list. Most of these training institutions are located right on or very near public transportation. WDA #10's clients, who participate in a variety of employment programs, have access to support service funds to assist with transportation needs.

Beyond transportation, in a unique partnership, the North Minneapolis CareerForce Center brings together employment services, education, health care, and community services under one roof to increase employment, educational opportunities, and access to an array of health care services. NorthPoint Health & Wellness provides services to improve the health and well-being of members of the North Minneapolis community. Those services include medical, dental, behavioral health and human services.

In addition, Minneapolis Employment & Training provides coordination with other supportive services that are necessary to help clients participate in training and work search activities. On an ongoing basis, we deliver updated links to information for service providers about available comprehensive community resources such as [UI Help & Support](#), [MN HelpInfo](#), and [United Way's 211](#).

We refer clients to a number of existing local providers of specific types of support/services:

- Information about child/dependent care assistance is provided at [Bridge to Benefits](#).
- Assistance with housing resources can be found at [CommonBond Communities](#), [Housing Link](#), and the [MN Home Ownership Center](#).
- Reasonable accommodations and other resources for clients with disabilities can be found at the [Job Accommodation Network](#).
- [LawHelpMN.org](#) offers links to various walk-in and other legal help clinics.
- [Ready for Success](#) provides low-income women and men with gently used and new professional clothing, accessories, and new personal care items suitable for job interviews and the workplace.

Minneapolis Employment & Training has written policies for each program/funding source that ensure that a wide variety of appropriate support services including assistance with transportation. These funds are reserved for services that are not otherwise available from other sources. Supportive service requests originate at the counselor/case manager level as individual service needs are identified. Requests may be subject to peer and/or supervisory review and approval. Decisions about providing supportive services are made in accordance with applicable federal, state, and local policy. If, after supervisory review, there are any questions about the provision of a particular request, the employment service provider staff consults with appropriate Minneapolis Employment & Training staff. The written policies list the types of support services that are available with maximum dollar amounts and/or frequency limits. A participant's financial need statement must be assessed for most types of support services assistance. If a financial need statement was completed as part of a training proposal, the same one may be used for this support service purpose.



- C.11. Describe how the local area board will coordinate workforce investment activities carried out under this title in the local workforce development area with the provision of adult education and literacy activities under title II, including a description of how the local area board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232 of WIOA, and the review of local applications submitted under title II of WIOA.

The local Workforce Development Board of WDA#10 engages adult education partners in the development of this plan and expect to continue doing so through the implementation period. Adult education partners will continue to be engaged in at least three ways: a) development of career pathways in the identified sectors and clusters, with clear integration opportunities for literacy and adult education to be woven into existing and emerging training; b) clarification or strengthening of protocol for assessing adult education needs at CareerForce Centers (and other points of service) and making appropriate referrals for services; and, c) provision of career awareness materials and/or workshops prepared by workforce development staff that can be shared with adult education partners to expose students to opportunities and facilitate referrals from adult education programs to CareerForce Centers and other workforce development programs.

English Language Learning programs provide crucial bridging services to prepare job seekers to enter the Minneapolis workforce or to seek education and training for higher-skilled jobs.

The Minneapolis Workforce Development Board has a local adult education and literacy program representative, and that representative works to coordinate, among other things, career pathway partnerships requiring adult basic education curriculum and instruction. This adult education manager has also been a lead partner in the collaborative planning for the North Minneapolis CareerForce Center location. Minneapolis Adult Education will be offering foundational activities at this location including: Diploma/GED services (Super Seniors, At Risk, Recent Dropouts); Diploma to Degree services (Dual Credit – High School and college credit with MCTC); and language-specific programming or services.

Minneapolis Employment and Training staff participate on the Minneapolis Adult Education advisory board to ensure continued alignment of strategies and services.

Employer & Economic Development Engagement

- C.12. Describe how the local area board will ensure that eligible providers meet the employment needs of local employers, workers and job seekers.

Minneapolis Employment & Training continues to develop robust career pathways responsive to local employer demand and industry standards. Career pathways offer services and supports to remove barriers to employment, with a focus on our communities of highest poverty and unemployment. Career pathways programming creates pipelines of reliable and well-qualified workers for businesses and career opportunities for job seekers that lead to immediate self-sustaining, full-time employment and a pathway to a middle-class income.

The Minneapolis Workforce Development Board provides strategic guidance for the broad partnerships that make up the local workforce development system – a “one-stop” service

delivery system for area job seekers and employers. The goal is to build a competitive workforce with the skills employers seek to help strengthen and build the area's economy. Employers benefit by hiring workers with the skills they need for business success; workers benefit by achieving and maintaining economic self-sufficiency for themselves and their families.

A primary responsibility of the Minneapolis Workforce Development Board is guidance and oversight of employment and training programs administered by the City of Minneapolis. These programs are supported by a variety of funding sources including the Workforce Innovation and Opportunity Act (WIOA).

The Minneapolis Workforce Development Board is made up of 21 individuals appointed by the Mayor. Members serve three-year terms that are staggered to provide continuity. Board members are leaders and key decision-makers within their organizations and/or the community. They include business owners and executives, and senior leaders of community-based organizations, labor, and other public sector entities. All are individuals with the knowledge, influence, and interest to envision, guide, and support positive action and outcomes.

- C.13. Describe how the local area board will facilitate engagement of employers, including small employers, and employers in in-demand industry sectors and occupations, in workforce development programs.

Minneapolis Employment & Training works closely with area business to address their hiring needs. Employment and Training staffs a full-time Industry Relations Manager position to engage local employers in accessing WIOA services to address current and future workforce needs. This position focuses on employer outreach and engagement, inviting talent acquisition personnel to attend events, roundtables, workshops and other CareerForce activities. The Industry Relations Manager supports small business engagement through direct outreach and 1:1 meetings and referrals from Community Planning and Economic Development's Business Technical Assistance Program. Small businesses frequently connect with WIOA-funded workforce programs which equip candidates with the breadth of skills and credentials needed to contribute significantly to their teams. High-demand industry sectors' employers, including manufacturers, health care providers, construction and IT firms, engage in sector-aligned initiatives to provide their perspective and input on workforce development programs.

The Minneapolis Workforce Development Board ensures diversity, equity, inclusion and belonging initiatives open opportunities to deepen employer engagement with the workforce system. Local employers attend workshops and events to receive information on a variety of labor market trends impacting their businesses. Examples of these include immigration trends, work authorization for new Americans, promising practices in apprenticeship development, quality job standards, safe and sick time requirements, hiring individuals with

criminal justice involvement, updating position-specific requirements, creating youth internships, connecting to differently-abled workers, addressing language barriers at work, and trends in employee retention.

- C.14. Describe how the local area board will support a local workforce development system that meets the needs of businesses in the local workforce development area.
102(b)(4)(ii).

The Minneapolis Workforce Development Board includes many private sector leaders from growing, local industries. These Board Members serve on ad hoc and advisory committees to provide leadership and guidance for programs and service planning. One key business-driven strategy endorsed by the local Board involves the creation of local, dedicated funding to promote career pathways that respond to employer demand on a frequent and ongoing basis. City of Minneapolis Employment and Training adopts the core elements of the CLASP’s definition of a career pathway as a *well-articulated sequence of quality education and training offerings and supportive services that enable educationally underprepared youth and adults to advance over time to successively higher levels of education and employment in a given high-demand industry sector or occupation.*

The City of Minneapolis builds its career pathways strategy on models that intentionally and clearly map career entry points that offer year-round, full-time employment and self-sustaining wages. From there, the career pathways model combines education, training, support services and employment experiences leading to career advancement.

Our career pathways delivery model supports a delivery system in the City of Minneapolis which focuses on the following areas:

- Supporting low-income BIPOC, women, veteran, and other under-represented job seekers to remove/reduce barriers to access high-impact, alternative education and workforce training opportunities;
- Increasing the visibility and raising public awareness of fast-growing, sustainable job opportunities in Minneapolis sectors by reaching out to traditionally underrepresented area residents, such as communities of color, women, veterans, people with disabilities, and formerly incarcerated job seekers;
- Connecting employers, training partners, and skilled job candidates to fill the in-demand, full-time and self-sustaining jobs of today and to collaboratively develop talent for the future.

- C.15. Describe how the local area board will better coordinate programs and services with local and regional economic development providers.

City of Minneapolis Employment and Training is a division of the City’s Community Planning and Economic Development Department (CPED). CPED combines employment, training, planning, economic development, housing and some regulatory services into one City department. City of Minneapolis Employment and Training administers all employment and

training programs under the direction of the Mayor, City Council, and the Minneapolis Workforce Development Board. The Employment and Training division is the administrative entity/staff to the Workforce Development Board. City programs under the oversight of the Workforce Development Board include services for low-income adults, dislocated workers, welfare recipients, and youth. In Minneapolis, these services are delivered to job seekers and employers by community-based organizations which have been competitively evaluated and selected based on their ability to effectively serve target groups and achieve employment-related outcomes, including both placement and support for retention in employment.

The City of Minneapolis participates in the regional Business Services committee to the MN Association of Workforce Boards. This committee coordinates regional services with economic development associations and statewide business associations. The MN Department of Employment and Economic Development (DEED) is represented on this committee.

DEED, Department of Labor and Industry, Greater MSP, the Minneapolis Regional Chamber of Commerce, and local industry associations provide economic development information, business and market research, and the networking connection to key businesses when they are locating to, or expanding in, the Local Area.

- C.16. Describe how the local area board will strengthen linkages between the one-stop delivery system and unemployment insurance programs by offering services to laid-off workers and possible lay-off preventative services for businesses, such as incumbent worker training that up-skills the workers and meets the needs of employers (can include but not be limited to, on-the-job training, apprenticeships, etc.).

The local area board will support the State's strategy to provide linkages between one-stop and unemployment insurance (UI) staff including the following steps:

- Reemployment Services and Eligibility Assessment (RESEA) and Job Service staff conduct assessment of RESEA participants to identify who might need other services.
- Continuing the practice of CareerForce Center orientations that provide information about the programs offered throughout the one-stop system (including the Dislocated Worker program) and instructions for registering in [MinnesotaWorks.net](https://www.minnesota-works.net)
- Job Service staff providing assistance to RESEA customers to enroll in the comprehensive suite of job search training sessions offered through the Creative Job Search curriculum.
- Job Service staff following up with RESEA participants who do not enroll in a program to make sure that they have registered and entered their resume in [MinnesotaWorks.net](https://www.minnesota-works.net) and further assist them with connecting to job placement services.

WDA #10 will also continue to innovate and connect our one-stop customers with industry/sector strategies and career pathways that meet both the needs of laid-off workers and employers in our local area/region. Opportunities will extend beyond the WIOA-required core partners to also include programming that expands the universe of opportunities to best

serve the needs of our customers through grant and foundation-funded programs, such as the TechHire program. This program offers businesses and job seekers a dynamic, highly effective employment and training solution. The Minneapolis-St. Paul (MSP) TechHire initiative builds, supports, and expands accelerated learning opportunities to empower job seekers with demand-driven IT skills and credentials. MSP TechHire utilizes community-based employment service providers and a workforce intermediary to promote qualified, nontraditional IT candidates to business partners, based on occupation-specific skills and competencies.

WDA #10 will also initiate an Incumbent Worker Program in 2024. Incumbent worker training (IWT) is designed to increase the competitiveness of businesses by helping employees acquire the skills necessary to retain employment, advance within the business, or to gain the work skills necessary to avert a layoff. We also intend to incorporate this program regionally and partner with other Workforce Development Areas (WDA) in our seven-county metro area. By doing this we will create a referral system among the WDAs where we can share resources, and information. And if one area is short on funds, they could refer potential businesses who want to participate to another WDA.

- C.17. Describe how the local area board will coordinate workforce investment activities with economic development activities, including the promotion of entrepreneurial skills training and microenterprise services.

WDA #10 fully supports dislocated worker clients who express an interest in self-employment through Converting Layoffs into Minnesota Businesses (CLIMB). Dislocated Worker clients who are interested in entrepreneurship discuss their goals with their career planner; they complete a self-assessment tool and watch several online training classes from the US Small Business Administration (SBA). If CLIMB seems like a good choice, the service provider helps them identify organizations in the community that can help them develop an effective business plan and obtain funding to start their business. CLIMB cannot provide either direct grants or loans to participants, but the state-funded Dislocated Worker program can pay for business consulting and training for the CLIMB participant to help them establish their business. Business consulting and training services are available through the Small Business Development Network (SBDC), and a number of organizations that serve entrepreneurs and business owners such as Women Venture Initiative Foundations. The cost of entrepreneurial training (and support services, if needed) for the CLIMB participants is provided through dislocated worker program funds. CLIMB participants are advised about the benefits that are built into the program participation. Since they are considered to be in re-employment assistance training, they are not required to complete work search activities to be eligible for Unemployment Insurance (UI) benefits, earnings generated by the business are not deducted from their UI benefit, and they may work in excess of 32 hours per weeks on their new businesses and still be eligible for UI.

The City of Minneapolis maintains the [Minneapolis Business Portal](#). The Minneapolis Business Portal is the City of Minneapolis’ online tool for providing entrepreneurs and small businesses with information and resources to plan, launch and grow a business. The online portal features valuable roadmaps, tools, and resources to help both startup and existing businesses, such as a comprehensive checklist of all the steps required to start a business and a library of business support resources. Whether the client is looking for financing or information on applying for a business license, this centralized platform will equip him or her to be as prepared as possible when starting or growing their business in Minneapolis. This portal offers “Starter Guides” or customized checklists for starting the most common types of Minneapolis businesses including restaurants, day care centers, catering, contracting, food truck and barber/hair/nail salons.

WDA#10 promotes City of Minneapolis Business Technical Assistance Programs (called B-TAP) providing consulting support to prospective businesses. Through B-TAP, the City of Minneapolis Department of Community Planning and Economic Development contracts with local non-profit organizations. Direct services to new and existing businesses target the creation and expansion of small and mid-sized business entities. B-TAP entrepreneur training and microenterprise services are positioned in the local market to support women and minority residents seeking to supplement their income through entrepreneurship, to grow a new business, to explore co-operative ownership structures, to become certified as a small developer, and more. The City has recently supported workforce investment activities, along with entrepreneurship resources at workforce service delivery hubs, with the goal of providing access to information in a centralized, convenient community location.

Minneapolis Career One Stop offers regular workshops to support business start-up.

Dislocated Worker Supports

- C.18. How does the local workforce development area ensure staff comply with the policies and procedures for Rapid Response as communicated on DEED’s website?
- a. How does the local workforce development area inform the state Rapid Response team within 24 hours about an actual or potential dislocation event when there is possibility of a mass layoff (50 or more dislocations)?

WDA #10 follows the policies set forth in [DEED’s Rapid Response policy](#) that places the responsibility for Rapid Response activity with the State - effective at the time of notice for a dislocation event.

When the State determines a project is appropriate for providing Dislocated Worker services, WDA #10 abides by the competitive process prescribed in [DEED’s Rapid Response policy](#).

- b. Describe how the local area board will coordinate workforce investment activities carried out in the local workforce development area with statewide rapid response activities.

As a local partner that also includes Local Elected Officials, WDA #10 cedes authority to the State in matters of Rapid Response but remains committed to providing assistance with information gathering or other tasks that might be better accomplished using local contacts. When a WARN notice is received at the City, WDA staff forwards the notice to the State Rapid Response staff. WDA #10 also shares company-specific layoff information received from our service provider partner staff if it appears that there is a possibility of an unreported mass dislocation event in the area. In situations where the actual size of the dislocation is uncertain, WDA staff will pass on locally received information to allow the State Rapid Response Team to investigate and make their own determination as to the size and scope of the layoff event. If information about a dislocation is received by WDA #10 staff in confidence, staff will alert the State Rapid Response Team no later than when the potential layoff turns into an actual dislocation event. In these “confidential” layoffs, the City of Minneapolis will encourage the employer to contact State staff, i.e. the DEED Commissioner, DWP/TAA Director, Rapid Response Team Coordinator.

C.19. How does the local workforce development area inform the state Trade Act staff of companies that are potentially TAA certifiable?

As soon as WDA #10 staff becomes aware of a layoff that might potentially be TAA certifiable, this information will be immediately shared with State TAA staff via phone or email.

a. How does the local workforce development area cooperate with the state Trade Act staff where the layoff involves a company that the DOL trade-certified?

WDA #10 ensures that Dislocated Worker counseling staff is kept up-to-date on TAA related policies and procedures. TAA customers are co-enrolled in the Dislocated Worker program and counselors are expected to coordinate with and communicate about the TAA client, as needed, with the assigned TAA Specialist. DW staff is encouraged to attend training sessions regarding TAA/TRA at ad hoc training sessions offered by DEED. Counselors follow the case management model that has been created and developed by State TAA staff; the model clearly defines the roles and responsibilities of each party - the TAA customer, DW counselor and TAA Specialist - to ensure that services are delivered and recorded in sequential fashion whether the customer is in training or in work search.

b. Is the local workforce development area willing to participate in TAA Counselor Training and TAA Participant Training when a trade-certification occurs?

Yes **X**

C.20. The local workforce development area has developed and implemented local Supportive Service policies that are consistently applied for all participants.



Yes

Describe the steps taken to ensure consistent compliance with the policy.

WDA #10 has long-established written policies that govern the delivery of support services for participants. The policies are reviewed/updated annually, distributed in a program manual to each counselor/manager, and they are discussed at an annual training provided for all WDA contracted provider staff. The written policies cover types of support services allowed, how to determine and document need, guidance about providing the services, limitations on the cost for higher expense items, and who to contact with questions.

Our policies are updated to require the need for and use of support services to be included on the *signed* Individual Employment Plan and entered into WorkForce One. Documentation for the delivery of Support Services, including a completed Financial Needs Analysis form (when required in policy) is to be maintained in the participant’s file.

Services to Military Service Members and Spouses

C.21. Are all WIOA-funded partners complying with the guidance provided in [TEGL 10-09](#) regarding Priority of Service for Veterans and Eligible Spouses?

Yes

C.22. How do you identify current or former Military Service Members coming into your CareerForce Center?

The Minnesota Veterans Questionnaire, a DOL approved standard process, is used to identify Veterans with a significant barrier to employment (SBE). The questionnaire identifies DOL designated SBE’s per VPL 03-14, including change 2.

C.23. How do you inform current or former Military Service Members coming into your CareerForce Center about “Veteran Priority of Service?”

Signage in the CareerForce Center advises Veterans and other eligible persons of Veterans Priority of Service (POS). Information on Priority of Service is also provided during various program orientations, from staff, and during workshops. LVER staff train and update local staff and management on the provisions of POS and PL 107-288.



C.24. If your CareerForce Center has a presence on the Internet (outside of your local DEED CareerForce Center site) how do you promote Public Law 107-288, “Veterans Priority of Service” to veterans on that website?

All websites associated with the CareerForce Centers provide information on and notice of Veterans Priority of Service.

C.25. How do you identify current or former Military Service Members with “significant barriers to employment?”

The Minnesota Veterans Questionnaire, a DOL approved standard process, is used to identify Veterans with a significant barrier to employment (SBE). The questionnaire identifies DOL designated SBE’s per VPL 03-14, including change 2.

C.26. When a current or former Military Service Member with a significant barrier to employment is identified, how do you refer them to an appropriate intensive service provider when there is no Disabled Veteran Outreach Program (DVOP) specialist in your CareerForce Centers?

This local area has identified partner staff (in each CareerForce Center) to provide services (including intensive services) to SBE Veterans in the absence of a DVOP. These staff have had training on serving Veterans via the NVTI Webinar “Helping Veterans to Meaningful Careers”, and from LVER staff one on one, and during staff and partner meetings.

CareerForce Center staff conducts an initial assessment with current or former Military Service Member with a significant barrier to employment and then refers them to the designated intensive service provider when the DVOP is not available.

C.27. How are DVOP and/or Local Veterans Employment Representatives (LVER) staff integrated into the overall service delivery strategy in your CareerForce Centers?

Local DVOP and/or LVER staff attends staff and partner meetings and orientations, participate on CareerForce work teams, collaborate with CareerForce partners on various events and LVER staff provide training to partner staff and management regarding the JVSG program.



C.28. What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program universal customers) are registering in MinnesotaWorks.net and are making their resumes viewable to employers?

All customers at both Minneapolis’ CareerForce Centers are automatically registered in [MinnesotaWorks.net](https://www.minnesotaworks.net) (MNW) when registering to use the computers in any Resource Room using the Customer Registration System (CRS). MNW/CRS registration is required in order to receive employment coaching and to be given credit for attendance at workshops, job clubs or any other CareerForce event at which attendance is recorded. Attendance prior to the switch from CRS to MNW as the primary attendance tracking program and computer use information is held and available in the CRS system. Other information, such as resume uploading and updating, is held in the MNW system. Customers can create up to five unique resumes to use during job search.

Registration on [MinnesotaWorks.net](https://www.minnesotaworks.net) is encouraged through posters and other advertisement materials in the resource room. Resource room staff who assist computer users encourage use of [MinnesotaWorks.net](https://www.minnesotaworks.net). Participants in any of the job search training series offered at the Minneapolis CareerForce Center sites are required to register on [MinnesotaWorks.net](https://www.minnesotaworks.net) in order to successfully complete the series. Facilitators of relevant workshops offered as part of any venue discuss and encourage accessing the benefits of registration and active use of [MinnesotaWorks.net](https://www.minnesotaworks.net).

UI requires registration in MNW for RESEA program participants. Wagner-Peyser staff will attend RESEA workshops and provide follow-up services with the intent of having participants create a viewable resume in MNW.

WDA #10’s program staff will continue to inform our entire service provider network about the value of [MinnesotaWorks.net](https://www.minnesotaworks.net) as part of a comprehensive job search strategy for job seekers. We strongly encourage all clients to register on MNW and make their resume viewable. CareerForceMN.com is another important resource for locating training, resources, assessments and job search tools. CareerForceMN.com will continue to be improved to improve services for career seekers.

C.29. Are all WIOA-funded partners complying with the guidance provided in [TEGL 11-11, Change 1](#) and [TEGL 11-11, Change 2](#) regarding Selective Service?

Yes

SECTION D: ASSURANCES AND CERTIFICATIONS

Training and Employment Guidance and State Law Compliance

Conflict of Interest and Integrity: Local area boards must make decisions in keeping with several laws and regulations. Indicate below that your local area board is aware and that the local workforce development area’s conflict of interest policies are in compliance with DOL Training and Employment Guidance Letter [\(TEGL\) 35-10](#) and [Minnesota OGM 08-01](#) and its relevant federal laws and regulations, including being aware of the:

A) referenced statute on Government Records



B) requirement to retain documentation for six years.

Yes _____

Handling and Protection of Personally Identifiable Information: The local workforce development area is complying with the guidance provided in [TEGL 39-11](#).

Yes _____

Human Trafficking: The local workforce development area is aware of [TEGL 09-12](#) and will follow the procedures for working with trafficked persons.

Yes _____

Gender Identification: The local workforce development area is aware of [TEGL 37-14](#) (and associated Attachments [1](#) and [2](#)) and will follow the procedures for developing a similar policy including key terminology and have in place regarding working with customers who may be lesbian, gay, bisexual and transgender. Local workforce development areas will also participate in any related training.

Yes _____

Uniform Guidance: The local workforce development area is aware of [TEGL 15-14](#) regarding Uniform Guidance.

Yes _____

Assurances

By signing and submitting this plan, the local area board is assuring on behalf of itself and the subgrantee, where applicable:

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998 (WIA) and the Workforce Innovation and Opportunity Act and any other DEED/Workforce Development Employment and Training funds, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions and other assurances of the following laws:

- **Accessibility** - [Section 508 of the Rehabilitation Act of 1973, as amended](#) - Requires that federally funded program providers make their electronic information and technology accessible to people with disabilities;
- **ACORN** – [Funds may not be provided](#) to the Association of Community Organizations for Reform Now, or any of its affiliates, subsidiaries, allied organizations or successors;
- **Audits** – [2 CFR 200.501](#) and [Single Audit Act Amendments of 1996](#) - organization-wide or program-specific audits shall be performed;
- **Buy American**- Buy American Act – award may not be expended unless the funds comply with [USC 41, Section 8301-8303](#);
- **Data Sharing** – [MN Access to Government Data](#), [MN Duties of Responsible Authority](#); [MN Access to Information](#); [MN Administrative Rules Data Practices](#); [DEED Policy – Data Practices](#);
- **Disability** - that there will be compliance with the [Architectural Barriers Act of 1968](#), [Sections 503 and 504 of the Rehabilitation Act of 1973](#), as amended, and the [Americans with Disabilities Act of 1990](#);
- **Drug-Free Workplace** – [Drug-Free Workplace Act of 1988](#) – requires all organizations to maintain a drug-free workplace;
- **Equipment** – [2 CFR 200. 313](#), [200.439](#) – must receive prior approval for the purchase of any equipment with a per unit acquisition cost of \$5,000 or more, and a useful life of more than one year;
- **Fire Safety** – [15 USC 2225a](#) – ensure that all space for conferences, meetings, conventions or training seminars funded in whole or in part complies with the protection and control guidelines of the Hotel and Motel Fired Safety Act ([Public Law 101-391](#));
- **Fraud/Abuse** - that the provider has policies on fraud and abuse and will contact DEED for potential fraud and abuse issues; [20 CFR 667.630](#); [DEED Policy – Fraud Prevention and Abuse](#);
- **Health Benefits** – [Public Law 113-235, Division G, Sections 506 and 507](#) – ensure use of funds for health benefits coverage complies with the [Consolidated and Further Continuing Appropriations Act, 2015](#);
- **Insurance** - that insurance coverage be provided for injuries suffered by participants in work-related activities where Minnesota's workers' compensation law is not applicable as required under Regulations [20 CFR 667.274](#);
- **Insurance** – [Flood Disaster Protection Act of 1973](#) – provides that no Federal financial assistance to acquire, modernize or construct property may be provided in identified flood-prone communities in the United States, unless the community participates in the National Flood Insurance Program and flood insurance is purchased within 1 year of the identification;
- **Limited English** - [Executive Order 13166](#) - Improving access to services for persons with limited English proficiency;
- **Nondiscrimination** - [Section 188 of the Workforce Innovation and Opportunity Act](#) (WIOA) - Requires applying nondiscrimination provisions in the administration of

programs and activities for all eligible individuals, including individuals with disabilities;

- **Nondiscrimination** - [Section 188 of the Workforce Investment Act of 1998](#) (WIA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;
- **Nondiscrimination** - [Title VI of the Civil Rights Act of 1964, as amended](#) – Prohibits discrimination on the bases of race, color, and national origin under any program receiving federal financial assistance;
- **Nondiscrimination** - [Title VII of the Civil Rights Act of 1964, as amended](#) - Prohibits discrimination on the basis of race, color, religion, sex or national origin in employment;
- **Nondiscrimination** - [Title II of the Genetic Information Nondiscrimination Act of 2008](#) - Prohibits discrimination in employment on the basis of genetic information;
- **Nondiscrimination** - [Title V of the Older Americans Act of 1965](#) - Prohibits discrimination based on race, color, religion, sex, national original, age disability or political affiliation or beliefs in any program funded in part with Senior Community Services Employment Program funds;
- **Nondiscrimination** - [Title IX of the Education Amendments of 1972, as amended](#) - Requires applying nondiscrimination provisions, based on sex, in educational programs;
- **Nondiscrimination** - [Title I \(Employment\) Americans with Disabilities Act \(ADA\)](#) - Prohibits state and local governments, from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment;
- **Nondiscrimination** - [Title II \(State and Local Governments\) Americans with Disabilities Act \(ADA\)](#) - Prohibits qualified individuals with disabilities from discrimination in services, programs, and activities;
- **Nondiscrimination** - [Section 504 of the Rehabilitation Act of 1973, as amended](#) - Prohibits discrimination against qualified individuals with disabilities;
- **Nondiscrimination** - [Age Discrimination Act of 1975, as amended](#) - Prohibits discrimination on the basis of age;
- **Nondiscrimination** - [Title 29 CFR Part 31](#) Nondiscrimination in federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964;
- **Nondiscrimination** - [Title 29 CFR Part 32](#) Nondiscrimination on the basis of disability in programs and activities receiving or benefiting from federal assistance;
- **Nondiscrimination** - [Title 29 CFR Part 33](#) Enforcement of nondiscrimination on the basis of disability in programs or activities conducted by the Department of Labor;
- **Nondiscrimination** - [Title 29 CFR Part 35](#) Nondiscrimination on the basis of age in programs or activities receiving federal financial assistance from the Department of Labor;
- **Nondiscrimination** - [Title 29 CFR Part 37](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998;



- **Nondiscrimination** - [Title 29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act;
- **Nondiscrimination** - [Executive Order 13160](#) Nondiscrimination on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent in federally conducted education and training Programs;
- **Nondiscrimination** - [Executive Order 13279](#) - Nondiscrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants, contracts, and loans;
- **Nondiscrimination** - [The Minnesota Human Rights Act of 1973, Minnesota Statutes, Chapter 363A](#) - Prohibits discrimination in employment and providing public services on the basis of race, color, creed, religion, natural origin, sex, marital status (employment only), disability, status with regard to public assistance, sexual orientation, familial status (employment only), citizenship, or age (employment only), and local human rights commission activity (employment only);
- **Nondiscrimination** - that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA and [WIOA Section 188](#), as provided in the regulations implementing that section, will be completed;
- **Opportunity** – [Executive Order 12928](#) – encouraged to provide subcontracting/subgranting opportunities to Historically Black Colleges and Universities and other Minority Institutions and to Small Businesses Owned and Controlled by Socially and Economically Disadvantaged Individuals;
- **Personally Identifiable Information (PII)** – [Training and Guidance Letter 39-11](#) – must recognize and safeguard PII except where disclosure is allowed by prior written approval of the Grant Officer or by court order;
- **Procurement** – Uniform Administrative Requirements – [2 CFR 200-317-36](#) – all procurement transactions to be conducted in a manner to provide, to the maximum extent practical, open and free competition;
- **Publicity** – no funds shall be used for publicity or propaganda purposes, preparation or distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress or any state/local legislature or legislative body, except in presentation to the Congress or any state/local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government. Nor shall grant funds be used to pay the salary or expenses of any recipient or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations regulation, administrative action, or Executive Order proposed or pending before the Congress, or any state government, state legislature or local legislature body other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a state, local or tribal government in policymaking and administrative processes within the executive branch of that government;



- **Salary/Bonus** – [Public Law 113-235, Division G, Title I, Section 105](#) – none of the funds appropriated under the heading “Employment and Training” shall be used by a recipient or sub-recipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of [Executive Level II](#). Further clarification can be found in [TEGL 5-06](#);
- **Seat Belts** - [Executive Order 13043](#) – Increasing Seat Belt Use in the United States;
- **Text Messaging** – [Executive Order 13513](#) – encouraged to adopt and enforce policies that ban text messaging while driving company-owned or –rented vehicles or GOV or while driving POV when on official Government business or when performing any work for or on behalf of the Government;
- **Trafficking of Persons** – [2 CFR 180](#) – OMB Guidelines to Agencies on Government wide Debarment and Suspension – may not engage in severe forms of trafficking, procure a commercial sex act or use forced labor in the performance;
- **Veteran Priority of Service** - [Public Law 107-288: Jobs for Veterans Act](#) - Priority of service for veterans (including veterans, eligible spouses, widows and widowers of service members) in qualified job training programs;
- **Veterans** - [Public Law 112-56: Vow to Hire Heroes Act of 2011](#) - Establishes guidelines for service providers who are providing employment, training, academic or rehabilitation services for military veterans;
- **Veterans** - that veterans will be afforded employment and training activities authorized in WIA and WIOA Section 134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. ([38 USC 4215](#)), U.S. Department of Labor, [Training and Employment Guidance Letter 5-03](#) and Minnesota's Executive Order 06-02;
- **Voter Registration** - that the required voter registration procedures described in [Minnesota Statutes 201.162](#) are enacted without the use of federal funds;
- **Voter Registration** – [52 USC 20501 – 20511](#) – National Voter Registration Act of 1993.

Certifications

By signing and submitting this plan, the local area board is certifying on behalf of itself and the subgrantee, where applicable:

- A. That this ***Regional and Local Workforce Development Area Plan*** was prepared and is in accordance with all applicable titles of the WIOA Act of 2014, Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with Minnesota’s current and future state plans;
- B. that it has provided at least a thirty day period for public comment and input into the development of plan by members of the local area board and the public (including persons with disabilities) and has provided information regarding the plan and the planning process, including the plan and supporting documentation, in alternative formats when requested and that any comments representing



disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) Section 118(c); Section 108 (d)

- C. that the public (including individuals with disabilities) have access to all of the local area boards and its components' meetings and information regarding the local area board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the contract/master agreement issued by DEED have been established;
- E. that it is, and will maintain a certifiable local area board;
- F. that it will comply with the confidentiality requirements of WIA Section 136 (f)(3) and WIOA Section 116 (i)(3)
- G. that the respective contract/master agreement and all assurances will be followed;
- H. that it will ensure that no funds covered under the contract/master agreement are used to assist, promote, or deter union organizing;
- I. that this plan was developed in consultation with the local area board;
- J. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- K. that the local area board members will not act in a manner that would create a conflict of interest as identified in 20 CFR 667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- L. that local area board and staff are aware of local WorkForce Center services, and are working with and referring to the WorkForce Center services as appropriate;
- M. that all staff are provided the opportunity to participate in appropriate staff training;
- N. that, if applicable, the local area board must maintain the currency of its information in the System Award Management until submission of the final financial report or receive the final payment, whichever is later;
- O. that sponsored (in whole or in part) conferences are charged to the grantee as appropriate and allowable; and
- P. that funds are not used for the purpose of defraying costs of a conference unless it is directly and programmatically related to the purpose of the award.
- Q. that the local area board and its sub-grantees must also adhere to the same certifications and assurances that DEED must assure.



WIOA Guidance

This list of guidance is non-exhaustive and applies only to ETA programs. ETA has published a number of documents to guide the operationalization of WIOA, with the most recent and popular listed below. Find the full library of guidance [here](#).

- [Training and Employment Guidance Letter \(TEGL\) 04-23](#)
Conveys to states the Administration’s priorities, State Plan requirements, submission process, and deadline for WIOA Unified and Combined State Plans (State Plans) for PY 2024 through 2027, consistent with WIOA Sections 102 and 103.
- [Training and Employment Guidance Letter \(TEGL\) 05-23](#)
Provides information to the public workforce system and other entities that receive federal financial assistance under Title I of WIOA, as well as education and training programs or activities receiving DOL financial assistance, regarding the prohibition on discrimination based on actual or perceived religion, shared ancestry, or ethnic characteristics.
- [Training and Employment Guidance Letter \(TEGL\) 09-22](#)
Guidance and planning information to states, local workforce areas, and other recipients of Workforce Innovation and Opportunity Act (WIOA) Title I youth formula funds on the activities associated with the implementation of WIOA.
- [Training and Employment Guidance Letter \(TEGL\) 07-22](#)
Increasing Employer and Workforce System Customer Access to Good Jobs.
- [Training and Employment Notice \(TEN\) 16-22](#)
The Employment and Training Administration is Implementing Grant Solutions for Grant Award Processing and the Payment Management System for Financial Reporting.
- [Training and Employment Guidance Letter \(TEGL\) 22-20](#)
Program Year (PY) 2021 Funding Allotments and Instructions for the Indian and Native American (INA) Programs.
- [Training and Employment Guidance Letter \(TEGL\) 23-20](#)
Program Year (PY) 2021 Planning Guidance for National Farmworker Jobs Program Career Services and Training Grantees and Housing Grantees.
- [Training and Employment Guidance Letter \(TEGL\) 07-20](#)



Effective Implementation of Priority of Service Provisions for Most in Need Individuals in the Workforce Innovation and Opportunity Act (WIOA) Adult Program.

- [Training and Employment Guidance Letter \(TEGL\) 08-19](#)
Workforce Innovation and Opportunity Act (WIOA) Title I Training Provider Eligibility and State List of Eligible Training Providers (ETPs) and Programs.
- [Training and Employment Guidance Letter \(TEGL\) 19-16](#)
Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules.
- [Training and Employment Guidance Letter \(TEGL\) 21-16](#)
 - *Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance.*



SIGNATURE PAGE

Local Workforce Development
Area Name

Minneapolis Workforce Development Area #10

Local Area Board Name

Minneapolis Workforce Development Board

Name and Contact Information for the Local Area Board Chair:

Name	Jonathan Weinhagen
Title	Chair of Minneapolis Workforce Development Board
Organization	c/o City of Minneapolis Employment and Training
Address 1	505 Fourth Avenue South – #320
Address 2	
City, State, ZIP Code	Minneapolis, MN 55415
Phone	612-673-6226
E-mail	MWDB@minneapolismn.gov

Name and Contact Information for the Local Elected Official(s):

Name	Jacob Frey
Title	Mayor
Organization	City of Minneapolis
Address 1	81 South 9 th Street, Suite 200
Address 2	
City, State, ZIP Code	Minneapolis, MN 55402



Phone 612-370-9100

E-mail _____

We, the undersigned, attest that this submittal is the Local Plan for our Workforce Development Board and Local Workforce Development Area and hereby certify that this Local Plan has been prepared as required and is in accordance with all applicable state and federal laws, rules and regulations.

Local Area Board Chair

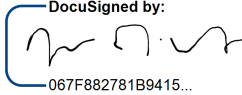
Local Elected Official

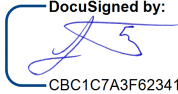
Name Jonathan Weinhagen

Name Jacob Frey

Title Local Area Board Chair

Title Mayor

Signature  067F882781B9415...

Signature  CBC1C7A3F623416...

Date 05/30/2024

Date 05/30/2024



Attachment A

REGIONAL OVERSIGHT COMMITTEE

Regional Workforce

Development Area

Metropolitan Region Workforce Development Area #4

Local Workforce Development Area

City of Minneapolis Workforce Development Area #10

MEMBER (Name, Title)	ORGANIZATION	LWDA	COMMITTEE ROLE
Stan Karwoski, Commissioner	Washington County		
Laurie Levine, Board Chair	Cottage Grove Chamber of Commerce	16	Members
Rick Roy, Board Director	Washington County		
Rena Moran, Commissioner	Ramsey County	15	Members
Elisa Rasmussen, Board Chair	Xcel Energy		
Ling Becker, Board Director	Ramsey County		
Mary Hamann-Roland, Commissioner	Dakota County	14	Members
Mike Forbord, Board Chair	Schmitt & Sons		
Mark Jacobs, Board Director	Dakota County		
Scott Schulte, Commissioner	Anoka County	12	Members
Paul Johnson, Board Chair	NTH, Inc.		
Nicole Swanson, Board Director	Anoka County		
Jacob Frey, Mayor	City of Minneapolis	10	Members
Jonathan Weinhagen, Board Chair	Minneapolis Chamber of Commerce		
Deb Bahr-Helgen, Board Director	City of Minneapolis		
Irene Fernando, Commissioner	Hennepin County	9	Members
Nicole Mattson, Board Chair	Care Providers of Minnesota		
Eric Aamothe, Board Director	Hennepin County		



Attachment B

LOCAL WORKFORCE DEVELOPMENT AREA CONTACTS

ROLE	Contact Name	Phone	Email	Reports to (name only)
Rapid Response Liaison for Mass Layoffs	Tim Beaver	612-673-5001	Timothy.Beaver@minneapolismn.gov	Deb Bahr-Helgen
Equal Opportunity Officer	Jeremy Lundborg	612-673-6220	jeremy.lundborg@minneapolismn.gov	Deb Bahr-Helgen
Program Complaint Officer	Jeremy Lundborg	612-673-6220	jeremy.lundborg@minneapolismn.gov	Deb Bahr-Helgen
Records Management/ Records Retention Coordinator	Matthew Courtney	612-673-6236	Matthew.Courtney@minneapolismn.gov	Deb Bahr-Helgen
ADA Coordinator	Jeremy Lundborg	612-673-6220	jeremy.lundborg@minneapolismn.gov	Deb Bahr-Helgen
Data Practices Coordinator	Matthew Courtney	612-673-6236	Matthew.Courtney@minneapolismn.gov	Deb Bahr-Helgen
Language Access Coordinator	Karen Moe	612-673-2919	Karen.Moe@minneapolismn.gov	Margaret Anderson Kelliher


CareerForce Center in North Minneapolis CareerForce Center – 800 West Broadway Avenue

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative	Leona Martin	612-299-7119	leona.martin@state.mn.us	Reggie Worlds
Job Service Manager	Leona Martin	612-299-7119	leona.martin@state.mn.us	Reggie Worlds
Vocational Rehabilitation Services Manager	Thant Pearson, M.S.	612-299-7168	thant.pearson@state.mn.us	Rebecca Sunder
State Services for the Blind Director	Natasha Jerde	651-539-2272	natasha.jerde@state.mn.us	Jon Benson
Local Workforce Development Area Director	Deb Bahr-Helgen	612-673-6226	Deb.Bahr-Helgen@minneapolis.mn.gov	Erik Hansen
Adult Basic Education (ABE)	Cavan Gahagan	612-668-1863	Cavan.Gahagan@mpls.k12.mn.us	Aviva Hillenbrand
Carl Perkins Post-Secondary Manager	Gail O’Kane	612-659-6299	Gail.Okane@minneapolis.edu	Dr. Sharon Pierce
Adult	Tim Beaver	612-673-5001	Timothy.Beaver@minneapolis.mn.gov	Deb Bahr-Helgen
Dislocated Worker	Tim Beaver	612-673-5001	Timothy.Beaver@minneapolis.mn.gov	Deb Bahr-Helgen
Youth	Margaa Hirphaa	612-676-6227	Merga.Hunde@minneapolis.mn.gov	Deb Bahr-Helgen



Attachment C

LOCAL AREA BOARD MEMBERSHIP LIST

**Regional Workforce
Development Area**

4

**Local Workforce
Development Area**

10

SECTOR Representation in the Local Workforce Development Area	MEMBER (Name, Title)	ORGANIZATION	TERM ENDS
Business	Jonathan Weinhagen, President/CEO (MWDB Chair)	Minneapolis Regional Chamber of Commerce	June 30, 2026
Business	Laura Beeth, Vice President, Workforce Partnerships	M Health Fairview	June 30, 2024
Business	Jennifer Gilbert, Lead Program Manager, Technical Talent Development	Target Corporation	June 30, 2026
Business	Jamie Mailer, Talent Acquisition Manager	Xcel Energy	June 30, 2026
Business	Thakurdyal Singh, AVP/Branch Manager	U.S. Bank	June 30, 2026
Business	Andrea Bredow, Director of Employee Engagement	United Health Group	June 30, 2024



Business	Kyle Punton, General Manager	Kemps, LLC	June 30, 2026
Business	Julie Scheife, Managing Partner	Mayfly Design	June 30, 2024
Business	Ken McCraley, Owner	KMS Air Duct Cleaning	June 30, 2024
Business	Hilary Marden-Resnik, President & CEO	UCare	June 30, 2024
Business	Dr. Tara Watson, Chiropractor/Owner (MWDB Vice Chair)	Watson Chiropractic	June 30, 2026
Labor & Community-Based Organizations	Aaron Hill, Business Representative	North Central States Regional Council of Carpenters	June 30, 2026
Labor & Community-Based Organizations	Doug Flateau, Executive Director	Working Partnerships	June 30, 2024
Labor & Community-Based Organizations	Dan McConnell, Business Representative	Minneapolis Building and Construction Trades Council	June 30, 2026
Labor & Community-Based Organizations	Marcus Pope, President	Youthprise	June 30, 2026
Education & Training	Dr. Sharon Pierce, President	Minneapolis College	June 30, 2026
Education & Training	Cavan Gahagan, Adult Education Program Manager	Minneapolis Public Schools Community Education	June 30, 2026
Government (Rehabilitation Act of 1973)	Thant Pearson, Rehabilitation Area Manager	State of Minnesota Vocational Rehabilitation Services	June 30, 2026



Government (Wagner Peyser Employment Service)	Leona Martin, State Administrative Supervisor Senior	State of Minnesota, Job Service	June 30, 2024
Economic Development	Dr. Clarence Hightower, Executive Director	Community Action Partnership of Hennepin County	June 30, 2024
Transportation, Housing, and Public Assistance	Tashitaa Tufaa, CEO	Metropolitan Transportation Network	June 30, 2024

CONTACT INFORMATION

NAME	ADDRESS/PHONE/EMAIL
<u>Chair</u> Jonathan Weinhagen	c/o City of Minneapolis Employment and Training 505 Fourth Avenue South – #320 Minneapolis, MN 55405
<u>Vice Chair</u> Dr. Tara Watson	c/o City of Minneapolis Employment and Training 505 Fourth Avenue South – #320 Minneapolis, MN 55405
<u>Staff Support</u> Deb Bahr-Helgen, Director	City of Minneapolis Employment and Training 505 Fourth Avenue South – #320 Minneapolis, MN 55405



Attachment D

LOCAL AREA BOARD SUBCOMMITTEE LIST

**Regional
Workforce
Development
Area**

4

**Local Workforce
Development
Area**

10

Committee Name	Objective/Purpose
Not Applicable	



Attachment E

LOCAL WORKFORCE DEVELOPMENT AREA SUB-GRANTEE LIST

Regional Workforce Development Area

Metropolitan Region WDA #4

Local Workforce Development Area

City of Minneapolis WDA #10

Name of Sub-Grantee	Services Provided	Funding Source	Sub-Grantee located in which CFC?	If not in CFC, provide Address, City, State, ZIP Code
Avivo	WIOA Youth individualized career, support and training services; WIOA Adult individualized career, support and training services	WIOA Youth and WIOA Adult		1900 Chicago Ave Minneapolis, MN 55404
American Indian OIC	WIOA Youth individualized career, support and training services	WIOA Youth		1845 E Franklin Ave Minneapolis, MN 55404
Department of Employment & Economic Development (DEED)	WIOA Dislocated Worker career, support and training services	WIOA Dislocated Worker	South & North Minneapolis	
EMERGE Community Development	WIOA Youth individualized career, support and training services	WIOA Youth		1834 Emerson Ave N Minneapolis, MN 55411
HIREd	WIOA Youth individualized career, support and training services;	WIOA Youth and WIOA	North Minneapolis	217 Fifth Ave N, 3 rd Floor Minneapolis, MN 55401



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	WIOA Dislocated Worker career, support and training services	Dislocated Worker		
Jewish Family and Children’s Service of Minneapolis	WIOA Dislocated Worker career, support and training services	WIOA Dislocated Worker		5905 Golden Valley Rd, Golden Valley, MN 55422
Pillsbury United Communities	WIOA Youth individualized career, support and training services	WIOA Youth		3650 Fremont Ave N Minneapolis, MN 55412
Project for Pride in Living (PPL)	WIOA Adult individualized career, support and training services	WIOA Adult	North Minneapolis	



Attachment F

LOCAL WORKFORCE DEVELOPMENT AREA NON-CFC PROGRAM SERVICE DELIVERY LOCATION LIST

Regional Workforce Development Area

4

Local Workforce Development Area

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Name and Location (City)	Program Service Delivered
American Indian OIC (Minneapolis)	WIOA Native American Programs
Community Action Partnership of Hennepin County (Minneapolis and surrounding metro locations)	HHS Community Service Block Grant Employment and Training programs
East Side Neighborhood Services (Minneapolis)	Senior Community Service Employment Program (Older Americans Act)
Emerge Community Development (Minneapolis)	Reentry Employment Opportunities Program
Goodwill Easter Seals of Minnesota (Minneapolis/St. Paul)	YouthBuild
Hennepin County (Minneapolis and surrounding metro locations)	MFIP Employment Services (TANF)
Hennepin County (Minneapolis and surrounding metro locations)	SNAP Employment and Training
Minneapolis College (Minneapolis)	Post-Secondary Career and Technical Education Programs (Carl D. Perkins)
Minneapolis Public Schools (Minneapolis)	Adult Education Programs (WIOA Title II)
Tree Trust (Minneapolis)	YouthBuild



Attachment G

LOCAL WORKFORCE DEVELOPMENT AREA KEY INDUSTRIES IN REGIONAL ECONOMY

Based on your most recent analysis of regional economies, provide a list of the key industries in your regional economy.

The following list is a sample of key industries in the Minneapolis regional economy:

- Business and Professional Services
- Cannabis, including but not limited to, agriculture, entrepreneurship, and retail careers
- Construction and Labor
- Education Services
- Entertainment and Hospitality
- Green Energy-related sectors, including retrofitting and/or enhancing existing infrastructure systems
- Health Care
- Information Technology
- Manufacturing
- Transportation and Material Handling